

MNCAT Plus and MNCAT Classic Survey

Results and Analysis

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Executive Summary

This document reports the results of a survey held by the University Libraries on the use and perceived effectiveness of the Libraries' catalog, MNCAT. The survey was held in late 2009. Because the Libraries were running two alternative interfaces to the catalog during this period (MNCAT Plus and MNCAT Classic), two versions of the survey were given. Demographic data were collected and respondents were also given the opportunity to make comments.

480 responses were received in total. The survey's main findings include the following:

- The catalog is used heavily both for known-item searching and for general research
- About 68% of users report that they "usually" or "very often" find what they are looking for in MNCAT
- Perceived success rates are higher in the older MNCAT Classic catalog than in MNCAT Plus
- Users perform their searching in a wide range of discovery environments, and favor different environments for different resource types
- Users are very interested in finding items outside the University of Minnesota's own collections.

The survey did not attempt to gather data about user reactions to specific interface features, or their overall strategies for resource discovery.

The report concludes that the discovery environment should support different kinds of tasks, including both known-item searching and topical research, and that it should make it easier for users to find materials outside the local collection and in vendor-provided resources such as JSTOR and PubMed. It also proposes some areas for further research.

Introduction

In late 2009, the University of Minnesota Libraries-Twin Cities conducted concurrent surveys of the two primary search interfaces to the main catalog: MNCAT Plus and MNCAT Classic. The survey period lasted from October 1 - November 25, 2009. Conducting these surveys was a data-gathering exercise to understand the experiences and expectations of students, faculty, and staff as they use the two different systems. 515 surveys were completed – 380 for MNCAT Plus and 135 for MNCAT Classic. This report describes the scope, content, and results of those surveys.

Background

The Twin Cities Libraries has provided an online catalog based on the ALEPH500 system (MNCAT Classic) since 2001. In 2006, the Libraries contracted with the Ex Libris Group as a development partner in the creation of a new “next-generation” search environment called Primo. Other libraries using ALEPH with the Primo as the search interface include Notre Dame, University of Iowa, and Boston College. In 2007, the University Libraries branded Primo as MNCAT Plus and introduced it to the Twin Cities user community as a beta service. In August 2008, MNCAT Plus was configured as the default search for the Twin Cities catalog on the Libraries’ main web site, with the Libraries still maintaining a separate link to the ALEPH OPAC. At the time of the survey, the University of Minnesota Libraries was running Primo version 2 and ALEPH version 19. A new organizational body called the Primo Management Group was created in December 2008 to coordinate support, feedback, and enhancements of the local Primo installation. This committee’s charge includes evaluating user input and satisfaction, coordinating communication to users and staff, and prioritizing enhancements to the software and the normalization process. This survey was developed in response to that charge.

During the development process, the Libraries conducted multiple usability studies that helped to inform the direction of the product. The intent behind the surveys conducted in 2009 was to understand how the current user community was experiencing both interfaces and to “check in” with users. Upon clicking the link to the survey, users were given a choice of which survey to complete: one based on MNCAT Plus, and the other on MNCAT Classic. Users could choose to complete one survey for each system, but there was no encouragement to do so. Links were also provided from the public interfaces for MNCAT Plus and MNCAT Classic; in these cases, the link went directly to the relevant version of the survey without an intervening landing page. In evaluation of the results of these surveys, we have tried to include numbers that are reasonable “indicators” of relative performance and user satisfaction with the discovery tools (MNCAT). The primary intent is to offer statistics that could be used as internal benchmarks to gauge library progress in areas of user experience, as well as to assist with ongoing and future planning with regard to discovery tools and features.

Scope of Survey Questions

The nature of the topics that users were asked to comment on ranged from their reactions to the specific system, to searching behaviors that would help shape the direction of future interface work. The Primo Management Group based some of its questions on the findings from an earlier University of Minnesota Libraries report on Discoverability (<http://purl.umn.edu/48258>), most notably in asking questions about types of items that users expected to find in their searches, their interest in online items, and in the entry point for their discovery experience. The Primo Management Group crafted the surveys to get answers to the following questions:

- How often do users know the title of the item that they are looking for, as opposed to finding any resource relevant to their topic?
- How often do users view their searching activity as successful?
- What search environments do users choose when looking for a book? A journal? A topic?
- How interested are users in finding items that are not physically located at the University of Minnesota?
- Demographic information, such as role, e.g., student, and college of affiliation, e.g., Dentistry

In designing the survey, the group took into account the limitations of this type of survey as well as the availability of other sources of information. For example, the Primo Management Group chose not to include questions about specific interface features, because some of the relevant information is available through system logs. The group was also interested in finding out about users' overall strategies for discovering information, but felt that this information was better obtained through focus groups or usability studies rather than through this survey.

Survey Findings

A complete set of the qualitative and quantitative data can be found in an Access database available for review by internal UMN Libraries staff at https://netfiles.umn.edu/xythoswfs/webui/xy-11900377_1. Staff are invited to explore this data directly. Results for MNCAT Plus can be found in Appendix A, and results for MNCAT Classic can be found in Appendix B. A subset of this data has been pulled out and discussed below.

Response by user population

Graduate students were the top respondents for both MNCAT Plus and MNCAT Classic, followed by undergraduates. Library staff made up 15% of Classic respondents and 5% of Plus respondents, although the actual number of library staff responding was almost identical in each case (21 for MNCAT Plus, 20 for Classic). The combination of Liberal Arts, Education & Human Development, and the Institute of Technology accounted for 65% of the survey respondents for both MNCAT Plus and MNCAT Classic. Food, Agricultural and Natural Resource Sciences accounted for another 6% of the Plus respondents. Significantly more surveys were completed in MNCAT Plus than in MNCAT Classic: 380 total versus 135.

MNCAT Plus Respondents			MNCAT Classic Respondents		
Graduate student	176	45.60%	Graduate student	50	37.30%
Undergraduate student	110	28.30%	Undergraduate student	31	23.10%
Faculty	40	10.40%	Faculty	21	15.70%
Staff (non-library)	28	7.30%	Library staff	20	14.90%
Library staff	21	5.40%	Staff (non-library)	10	7.50%
Community Member	11	2.80%	Community Member	2	1.50%

Table 1. Respondents by user population.

Known-item searching

The survey results show that a significantly higher proportion of MNCAT Classic respondents are “very often” or “usually” searching for “known items” (73.68% for MNCAT Classic vs 52.48% for MNCAT Plus). Slightly over half of the MNCAT Plus respondents also “very often” or “usually” come to the catalog looking for a particular title.

When I visit MNCAT Classic	Rarely	Sometimes	Usually	Very often	Total
I already know the title of the item I am looking for	11	29	46	66	152
	7.24%	19.08%	30.26%	43.42%	
When I visit MNCAT Plus	Rarely	Sometimes	Usually	Very often	Total
I already know the title of the item I am looking for	69	151	111	132	463
	14.90%	32.61%	23.97%	28.51%	
	Rarely	Sometimes	Usually	Very often	Total
Both MNCAT Plus and Classic respondents (may represent the same person if they filled out a survey for each system)	80	180	157	198	615
	13.01%	29.27%	25.53%	32.20%	

Table 2. Known item searching.

The distribution between primary user roles (Faculty, Graduate, Undergraduate) is different for distinct user groups, but similar between the two different systems. Fewer Undergraduates already know the item they are searching for and are looking for any relevant resource. The opposite is true of Faculty. Graduate students show interest in both kinds of use. There were no significant differences identified by discipline.

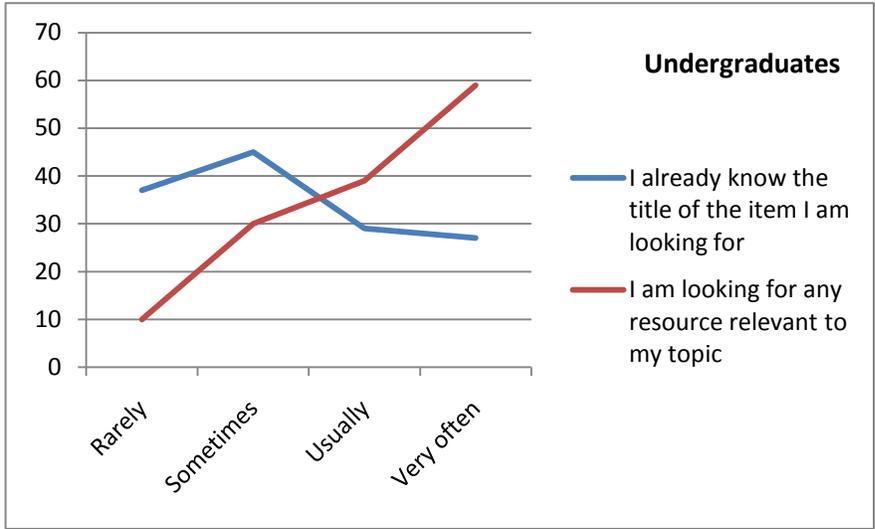


Figure 1. Known item searching: Undergraduates.

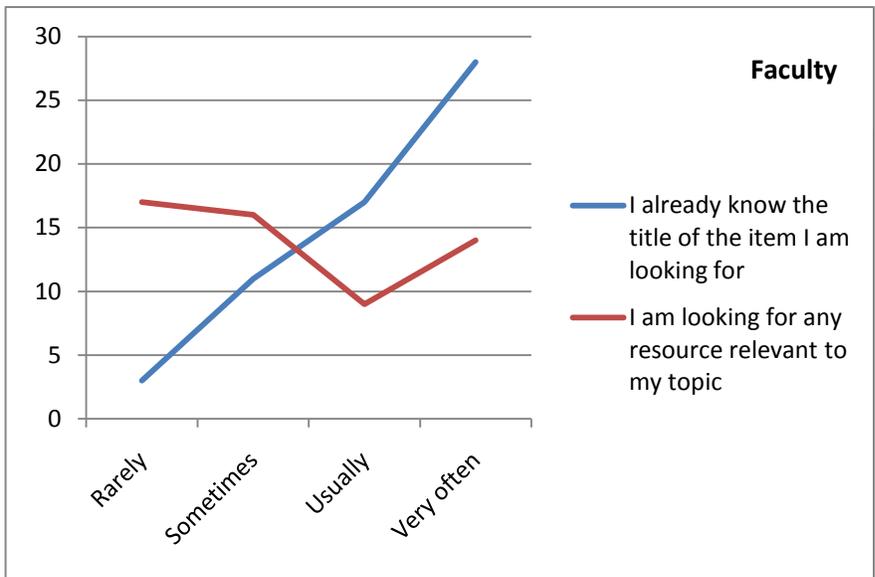


Figure 2. Known item searching: Faculty.

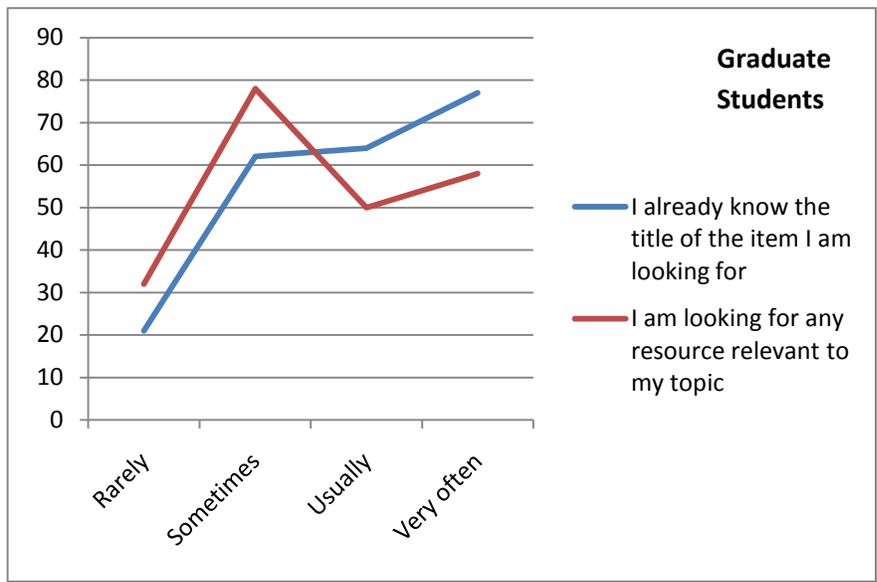


Figure 3. Known item searching: Graduate students.

Qualitative comments from survey takers suggest that users see the library interface as a place to go to find something you already know exists, e.g., “I never want to search by topic. Library catalogs are for looking up specific items.” However, with respect to discovering resources for a subject in general, Classic and Plus users both show that they would also like to find items relevant to their topic. There is no significant difference between Classic and Plus users on this question; in both environments, only 14% of the users said that they would “rarely” be interested in general results relevant to their topic.

	Rarely	Sometimes	Usually	Very often	Total
Both MNCAT Plus and Classic: I am looking for any resource relevant to my topic	83	180	162	178	603
	13.76%	29.85%	26.87%	29.52%	

Table 3. Any relevant resources.

Perceptions of success

A much higher percentage of MNCAT Classic than MNCAT Plus users report that they are successful in finding what they are looking for. While 85% of the Classic users report that they are “Usually” or “Very Often” successful at finding what they are looking for, only 62% of the Plus users report the same perception of success.

This result should be interpreted with some care. Because MNCAT Classic users are a self-selecting group, MNCAT Plus being the Libraries’ default catalog interface, it cannot be assumed that MNCAT users in general would also have an 85% success rate were they to use MNCAT Classic. It would require further research to identify the reasons for the higher success rates reported by Classic users. That said, some hypotheses do suggest themselves. One possible factor is the higher proportion of known-item searching done in Classic. Some features of MNCAT Classic, such as the start-of-title index, are well-

suited to known-item searching and have no direct equivalent in MNCAT Plus. On the other hand, some users' relative lack of familiarity with the MNCAT Plus interface could also be a factor. A further contributing factor, albeit one that could cut both ways, may be the differing success criteria for known-item searches and general research.

Comments received from users suggest that several factors played a role. One MNCAT Classic user praised the "precision of the search...not just lots of random hits" and noted that Classic supports a "[m]ore focused search since I usually already know the title or author." By contrast, a MNCAT Plus user commented that it was "great for browsing topics when you do not have a specific title in mind." Another Plus user was less happy with the results he or she was obtaining, but added, "I'm not sure if it's my lack of training/practice or that the system is not user-friendly."

When I use MNCAT, I succeed in finding what I'm looking for	Rarely	Sometimes	Usually	Very often	Total
	5	15	43	73	136
MNCAT Classic	3.68%	11.03%	31.62%	53.68%	
	53	92	169	67	381
MNCAT Plus	13.91%	24.15%	44.36%	17.59%	
	58	107	212	140	517
Both Classic and Plus	11.22%	20.70%	41.01%	27.08%	

Table 4. Perceptions of success.

When combining results for both Classic and Plus, approximately 32% of surveys returned said that the respondent "Rarely" or "Sometimes" find what they are looking for.

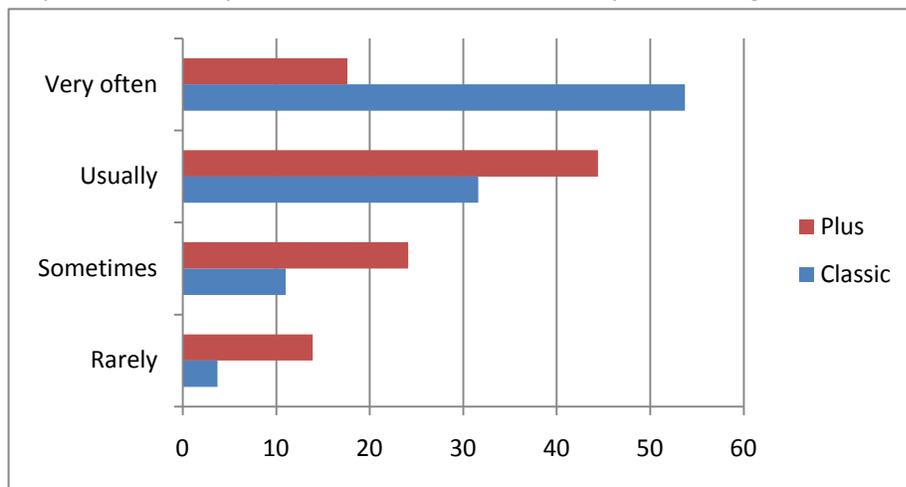


Figure 4. Perceptions of success: Plus vs. Classic.

Users reported very similar rates of success regardless of school, type of affiliation, or student status as seen in the charts for MNCAT Plus below.

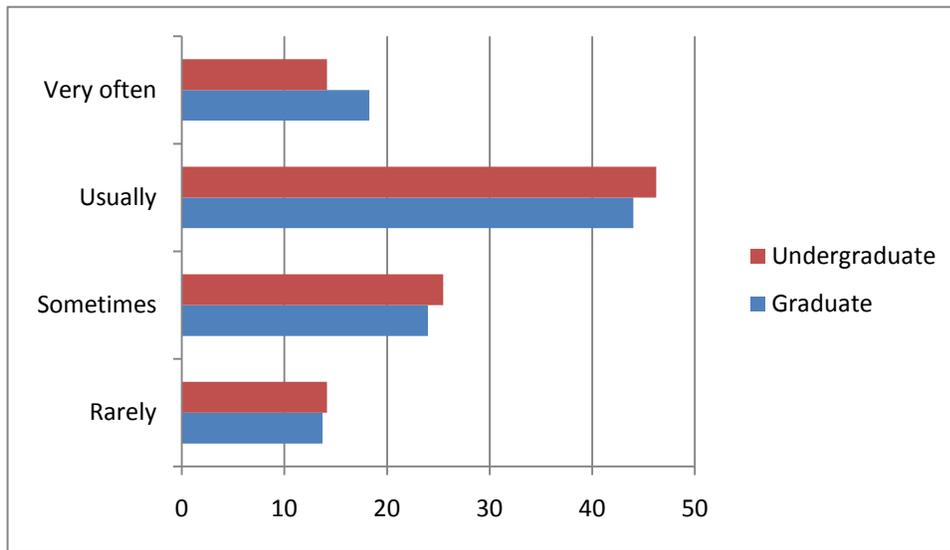


Figure 5. Perceptions of success: Undergraduate vs. Graduate.

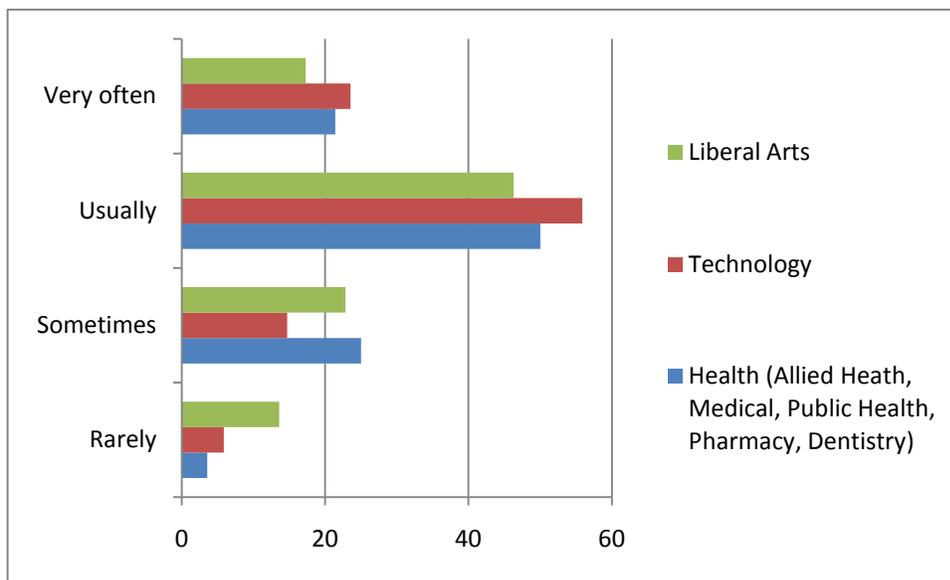


Figure 6. Perceptions of success: College affiliation.

Preferred Search Environments

Three of the survey questions asked users about their preferred search environments for different searching needs:

- When looking for a particular book
- When looking for a particular journal article
- When searching without a particular title in mind

When searching for a specific book, users of the two catalog environments identified a number of other sources. The top four sources are as follows:

MNCAT Plus searchers	MNCAT Classic searchers
1. MNCAT Plus (52.7% of MNCAT Plus survey respondents)	1. MNCAT Classic (82.3% of MNCAT Classic survey respondents)
2. Google	2. WorldCat
3. MNCAT Classic	3. Amazon
4. Amazon	4. Google

Table 5. Search environment for books.

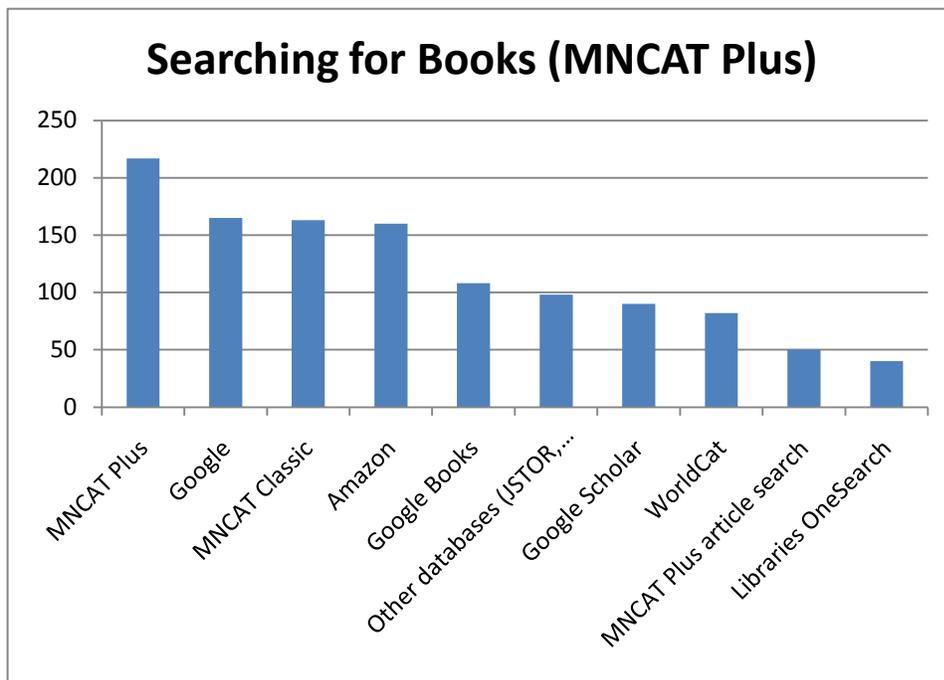


Figure 7. Search environment for books: MNCAT Plus users.

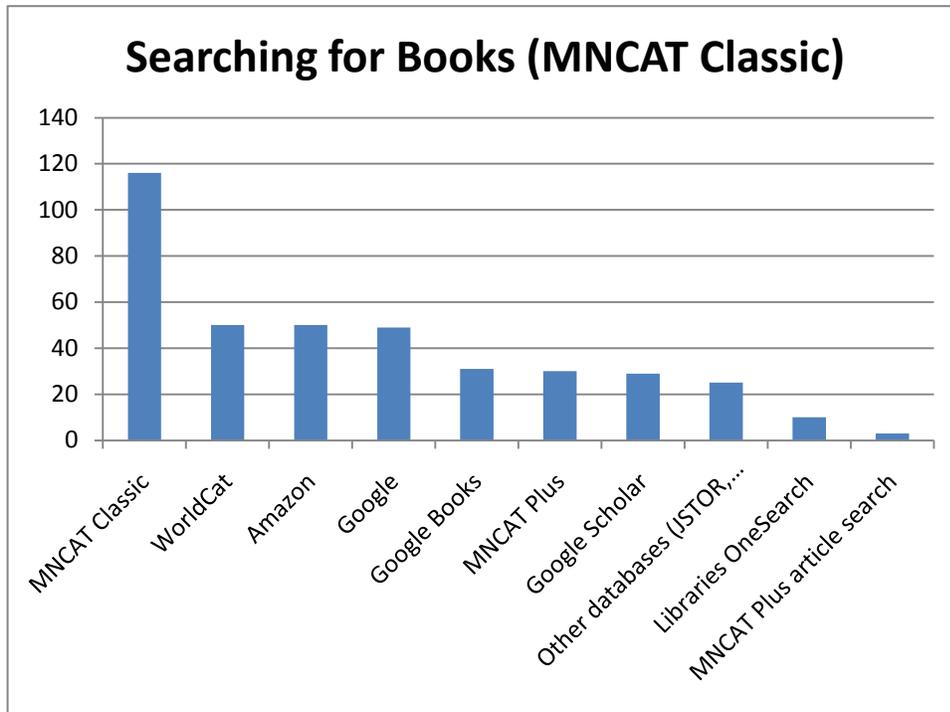


Figure 8. Search environment for books: MNCAT Classic users.

Qualitative comments from survey indicate that users like being able to connect to Amazon and Google Books in order to look at Table of Contents and Reviews. They also specifically mentioned Barnes and Noble and other local libraries. These results show that MNCAT Plus users are more likely to also use MNCAT Classic than vice-versa. The data does not suggest why this would be the case. MNCAT Classic users are more likely than MNCAT Plus users to return to their search environment when searching for a particular book (82% versus 53%). One Plus user commented “I didn’t know I could still get to MNCAT Classic.”

When searching for a specific journal article, users of both systems ranked “Other databases (JSTOR, PubMed, etc)” above all the other choices. Most of the comments mentioned specific databases, with several mentions of Wikipedia. One user commented “Most of these choices would be illogical. You don’t list article indexes, that’s where I go first.” Across the board, users indicate that interfaces would be more useful if they helped users find online journal articles. This raises some questions with regard to the Articles tab, and the idea of integrating all resources into one display. However, Plus users noted that they used the Plus Articles search almost as much as they did MNCAT Plus. Other Plus comments included:

“I tried to use this for journal articles but it only has some in the database I guess and when I did my search it only found books and no articles. I don’t understand it.”

“I tried this new one and it came up with wierd [sic] stuff in terms of articles. My professor said to give up and use the regular indexes because I wasn’t getting what I needed to do the paper. It wasted my time.”

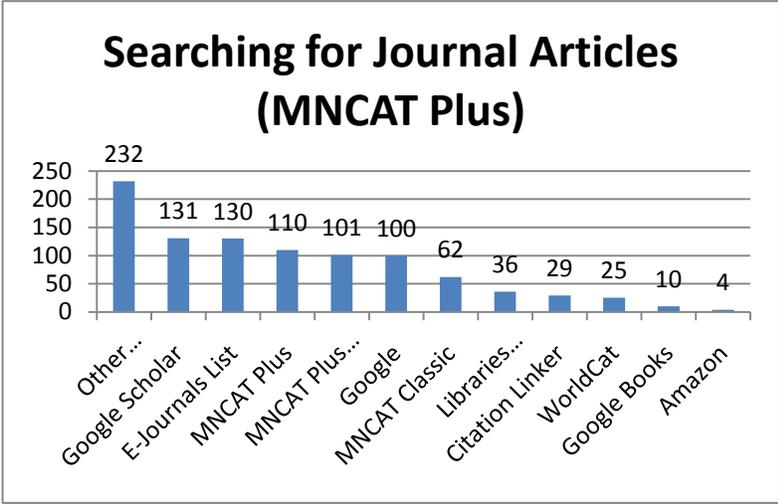


Figure 9. Searching for journal articles: MNCAT Plus.

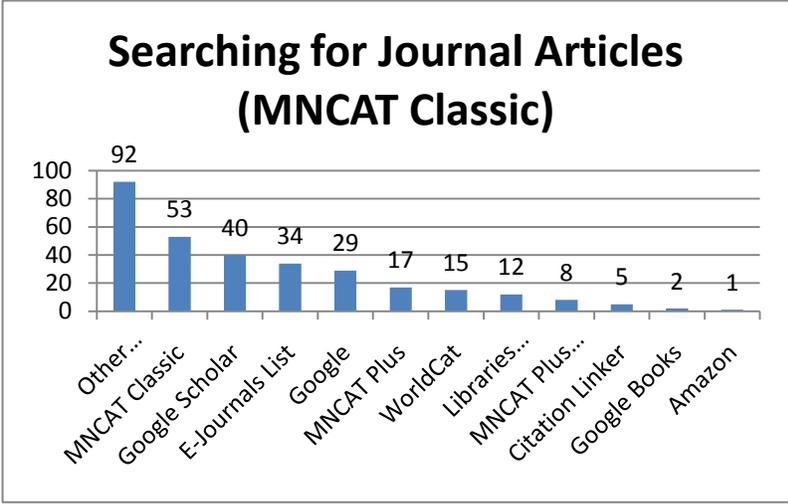


Figure 10. Searching for journal articles: MNCAT Classic.

When researching a topic without a specific title in mind, Google and Other Databases were nearly equal and ranked first for Plus users, while Other Databases ranked first for Classic users.

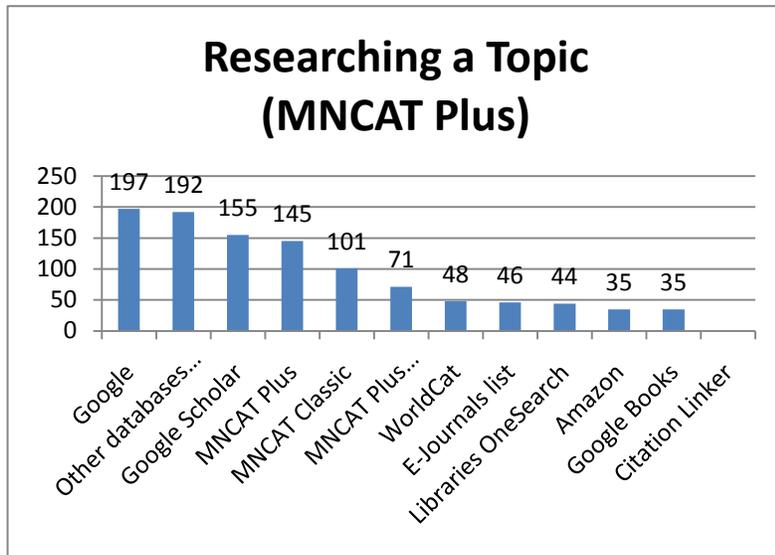


Figure 11. Researching a topic: MNCAT Plus.

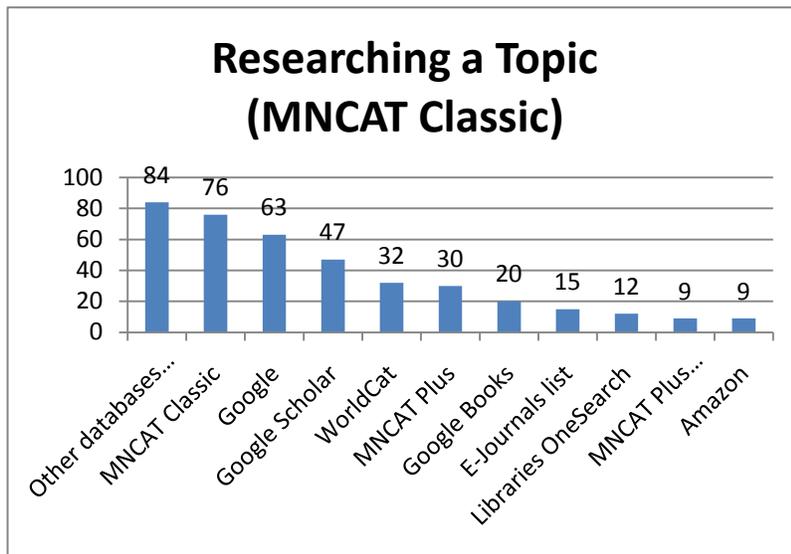


Figure 12. Researching a topic: MNCAT Classic.

It was in the area of preferred search environments that significant differences based on school and type of affiliation finally emerged. The chart below, for example, shows that respondents in the Institute of Technology rely more heavily on Google when researching without a specific title in mind than respondents in other areas. Evidence from the Health Sciences is limited – only 7% of respondents in total identified themselves as being from this area – but the results suggest that Health Sciences respondents rely more on library databases than on Google.¹ Liberal Arts respondents rely more on MNCAT in either version than do those in the other fields. (This chart shows results for MNCAT Plus users.)

¹ In this report the category “Health” refers to respondents from the Medical School, Allied Health Programs, Pharmacy, Public Health, and Dentistry.

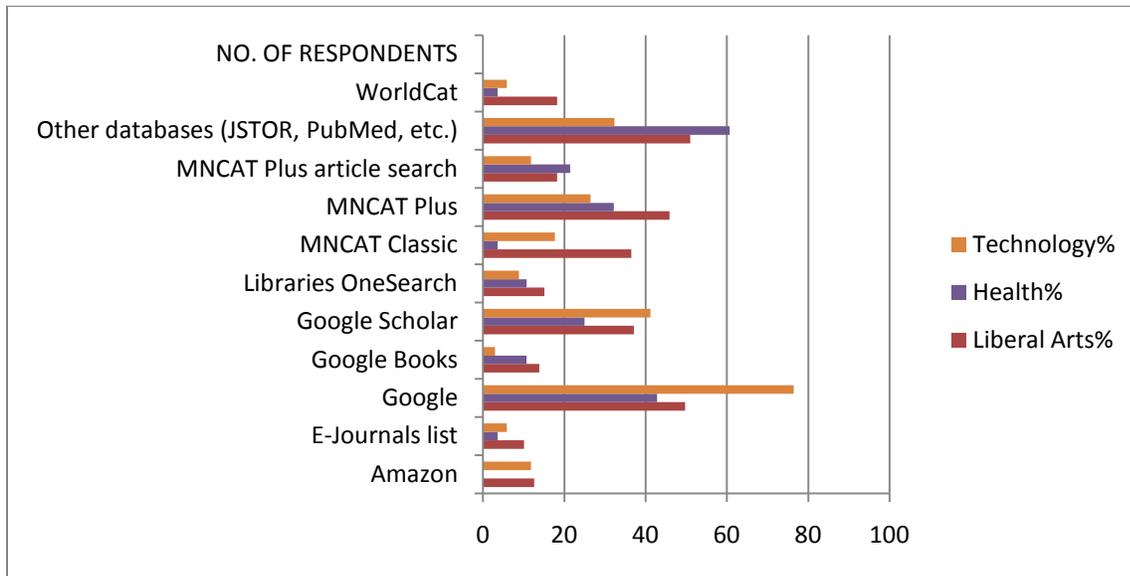


Figure 13. Researching a topic: By affiliation.

Perceptions of Success by Specific Characteristics

For MNCAT Plus, the majority of respondents “Somewhat Agree” or “Strongly Agree” that items available online or in a particular collection are easy to find. A third had never tried to find an item in a particular format. 41.6% had never tried to find an item with a particular ISBN/ISSN. Interface features may be a factor here: note that ISBN/ISSN searching is not a choice in the MNCAT Plus drop down menu.

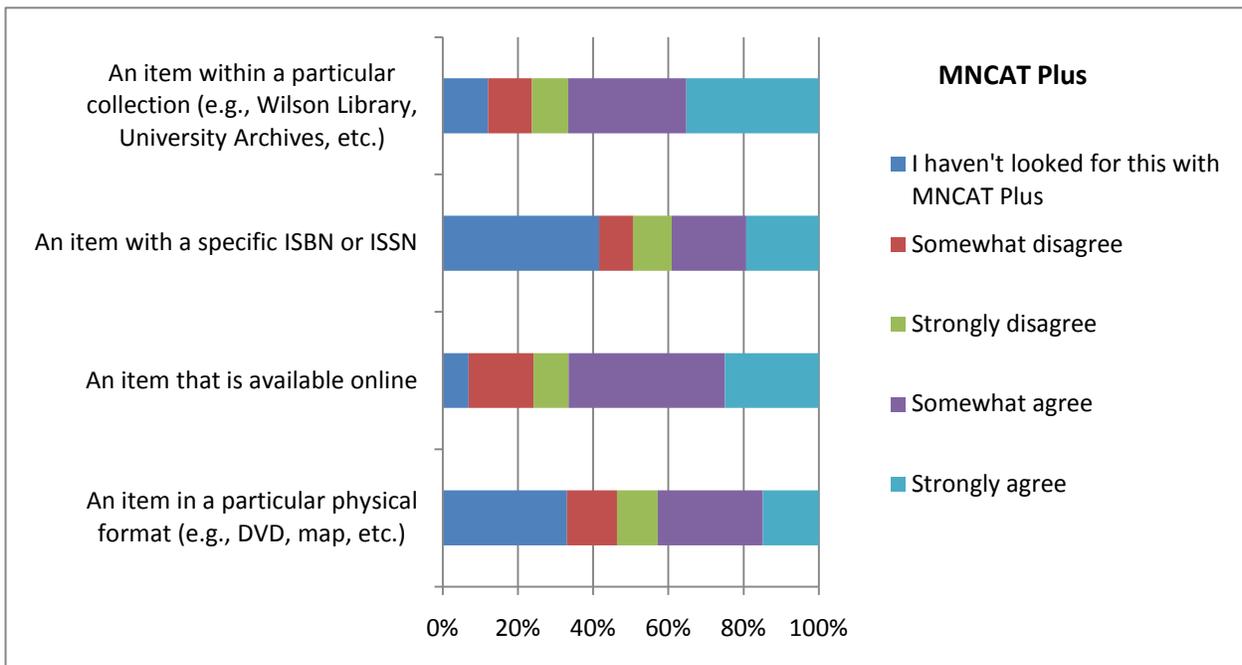


Figure 14. Perception of success by characteristic: MNCAT Plus.

A higher percentage of MNCAT Classic users “Strongly Agree” that it is easy to find items by collection, available online, or in a particular format..

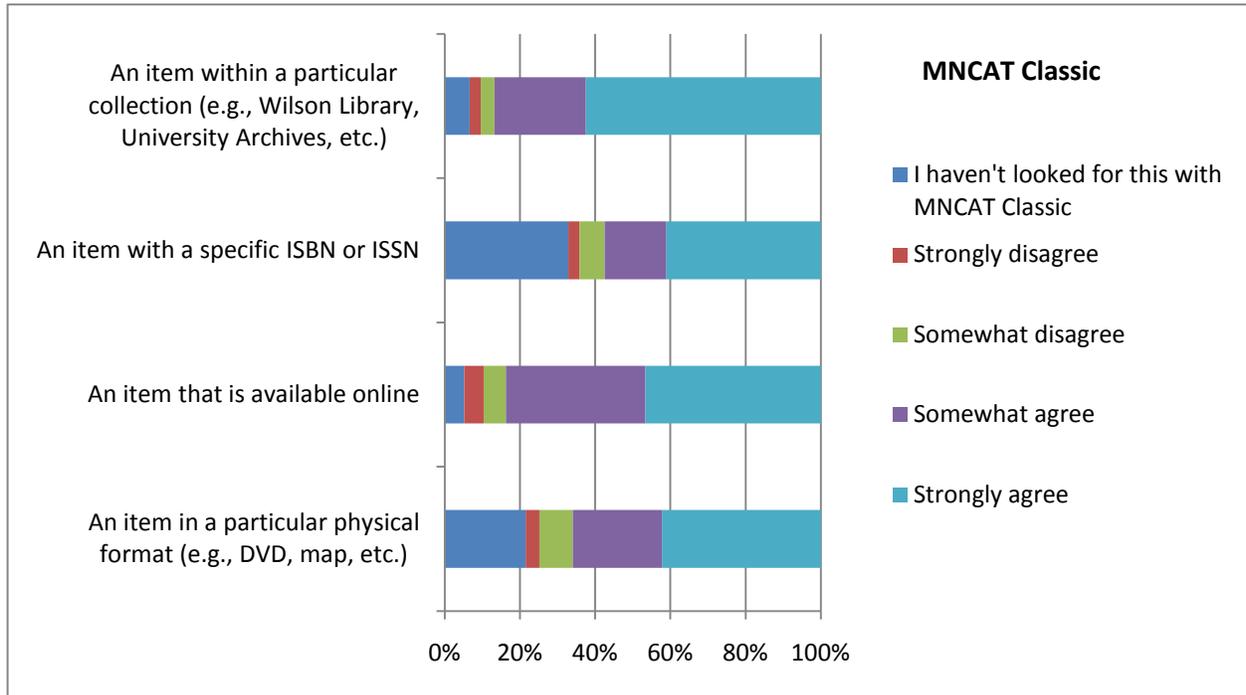


Figure 15. Perception of success by characteristic: MNCAT Classic.

Although the survey was primarily intended to gather reactions from end users, some interesting data emerged about usage by library staff. Library staff were much more likely to have performed the specific types of searches listed in this section than users generally, and reported a much higher rate of perceived success with MNCAT Classic.

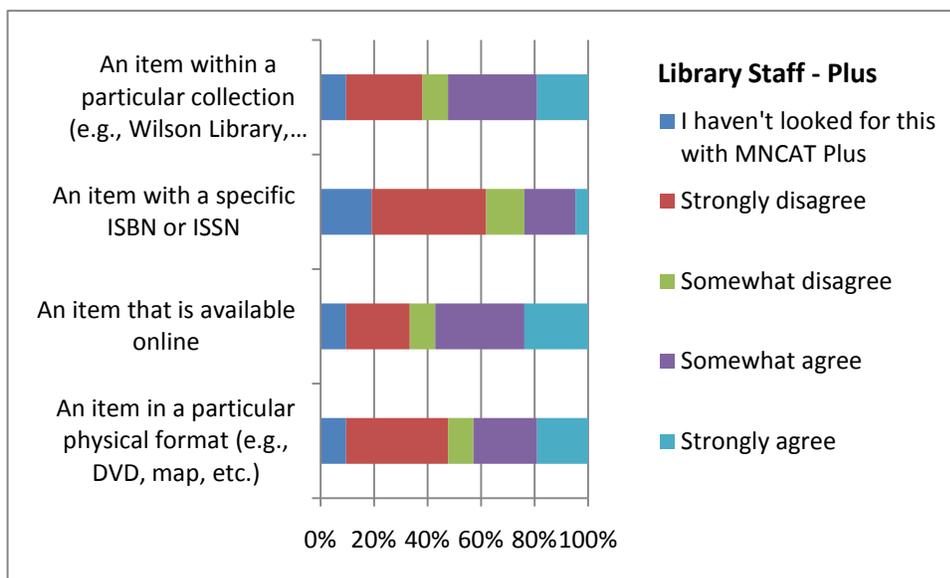


Figure 16. Perception of success by characteristic: Library Staff/MNCAT Plus.



Figure 17. Perception of success by characteristic: Library Staff/MNCAT Classic.

Desired Resource Types

Question 7 of the survey asked users what kinds of resources would make MNCAT more useful. The results for both MNCAT Plus and MNCAT Classic were similar and answers were ranked in the same order. With Online Journal Articles ranked first, it is unclear if users are making this comment because they are not seeing the Articles tab in MNCAT Plus, if they would like to see search results integrated, or indeed if they are using the articles tab and are not satisfied with the results.

I would find MNCAT more useful if it helped me find (check all that apply):

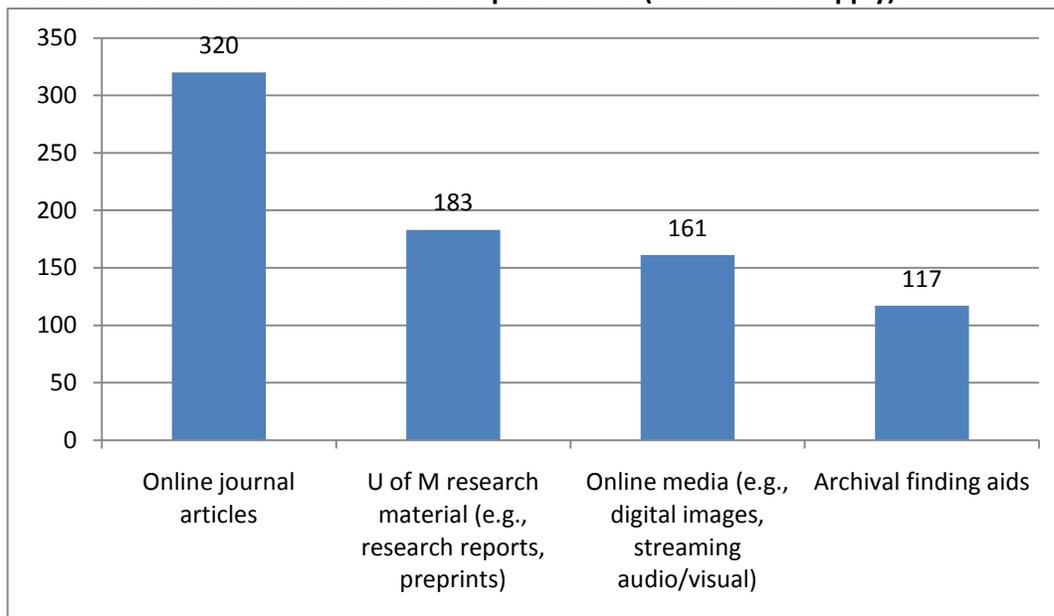


Figure 18. Desired resource types.

Comments from users generally supported the inclusion of a wider range of resources in MNCAT. However, several users also expressed concerns about the trade-offs that might be involved in providing wider coverage. One user liked the idea of having the databases “all ... in one place”, but added that “it would have to just give you the stuff that you need”. Several users cited the varying quality of the material discovered through library sources. One user supported the inclusion of articles “if it included GOOD articles and not the ones I got”. A MNCAT Classic user gave the variable quality of the material he or she had found through a database search as a reason for leaving the coverage of MNCAT as it is: “I use the best sources depending on my needs”. Another Classic user expressed doubt that coverage of all disciplines was feasible.

In commenting on the content of MNCAT users also mentioned specific types of material that they wanted to see (e.g. archives of various countries), as well as difficulties with particular classes of material (“the confusing world of government documents”). One MNCAT Plus user related his or her interest in public domain items to a specific item of functionality that would enhance their discovery, namely a date sort. In general, the interest in U of M research material was fairly high. However, faculty members ranked U of M Research Materials last in terms of preference.

Searching by Location: Local Collections and Other Resources

Finding items among the many library locations was not a problem for either Plus or Classic users who overwhelmingly agree that they are able to find items in particular collections. Furthermore, they both agree that they are interested in items no matter where the items are, which underlines the value of WorldCat.

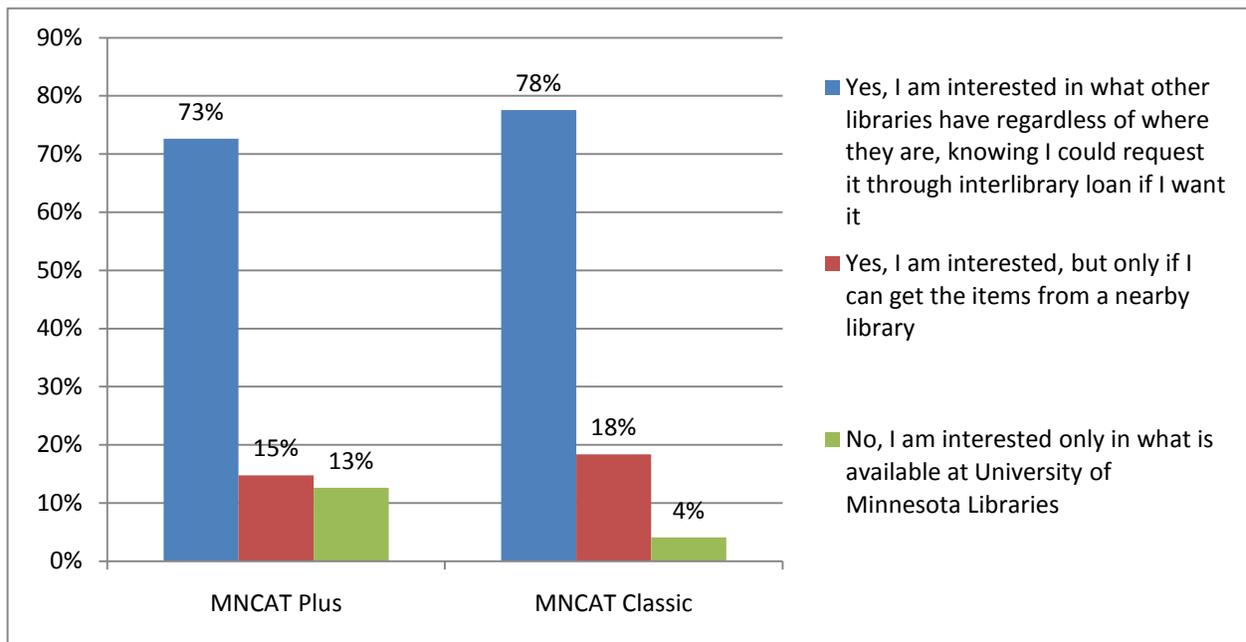


Figure 19. Searching by location.

Conclusions

The survey data suggests several important qualities for the Libraries discovery environment. Among the strongest suggestions:

- The environment should support multiple discovery tasks, including known-item searching and topical research
- Users want to discover materials that are not owned by the Libraries, in addition to local holdings
- A discovery environment should make it easy for users to find and access resources in vendor-provided resources, such as JSTOR and PubMed

The data also points to significant differences in the use and perceptions of MNCAT Plus and MNCAT Classic. There appears to be fairly strong “brand loyalty” with MNCAT Classic; the different survey response rate by library staff is compelling, but the responses from faculty and students are also highly informative. Surveys for both systems suggest a perception of failure that is higher than desirable (“Rarely” or “Sometimes” find what I’m looking for). It is unclear from the data if this is the result of the systems not finding what the user wants, or if the systems don’t contain what the user wants to find. MNCAT Plus users report noticeably lower rates of success at finding what they are looking for.

Other differences between Classic and Plus include the following:

- Classic users are far more likely to have a specific title in mind that they want to get. Half of the Plus users have a specific title in mind.
- Classic users are more likely to use WorldCat to find a specific book. Plus users also use MNCAT Classic. Both sets of surveys described use of Amazon and Google.

The survey results do not by themselves tell us everything we need to know about the user experience, and they suggest areas for potential future research. One question is the extent to which users expect to find integrated search results, centering primarily on whether or not articles should be intermingled with the rest of the results, but also reflecting on the role of databases and indexes for users. More generally, what strategies do users employ to navigate the complex discovery environment that confronts them, and where are the failure points? How much of the current environment requires training and how much is truly intuitive to users? Other significant questions are about the user population. How can we best serve users that did not complete the survey? How useful would users find targeted results based on a particular characteristic such as role, student status, or discipline?

Appendix A: MNCAT Plus Survey Results

480 individuals started the survey; 380 completed it.

The library catalog is intended to help you find an item when you know its title, as well as suggest items that are relevant to a given topic. We'd like to know how often you use MNCAT Plus for these different purposes.

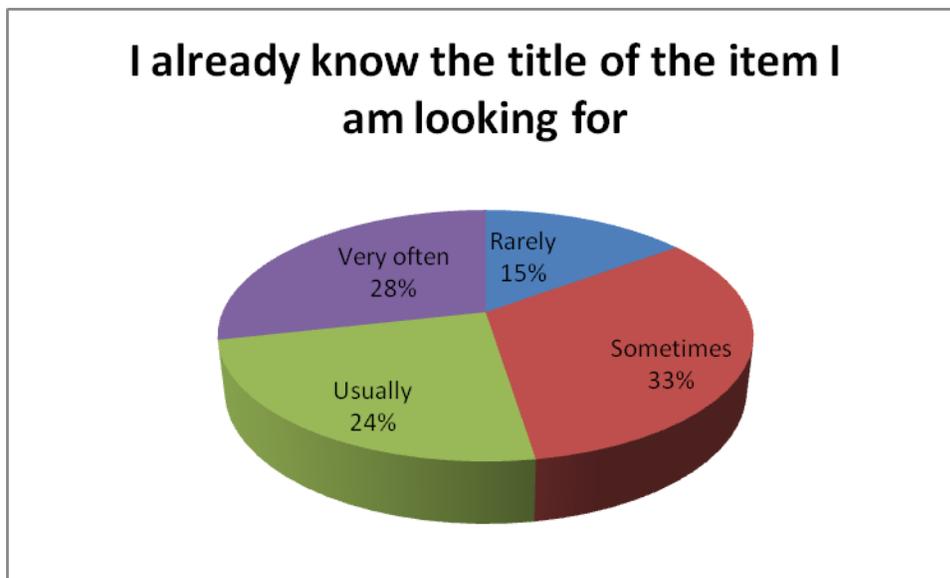
1. When I visit MNCAT Plus...

	Very often	Usually	Sometimes	Rarely
I already know the title of the item I am looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am looking for any resource relevant to my topic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



[Next](#)

When I visit MNCAT...	Rarely	Sometimes	Usually	Very often
I already know the title of the item I am looking for	69	151	111	132



When I visit MNCAT...	Rarely	Sometimes	Usually	Very often
I am looking for any resource relevant to my topic	62	133	133	127



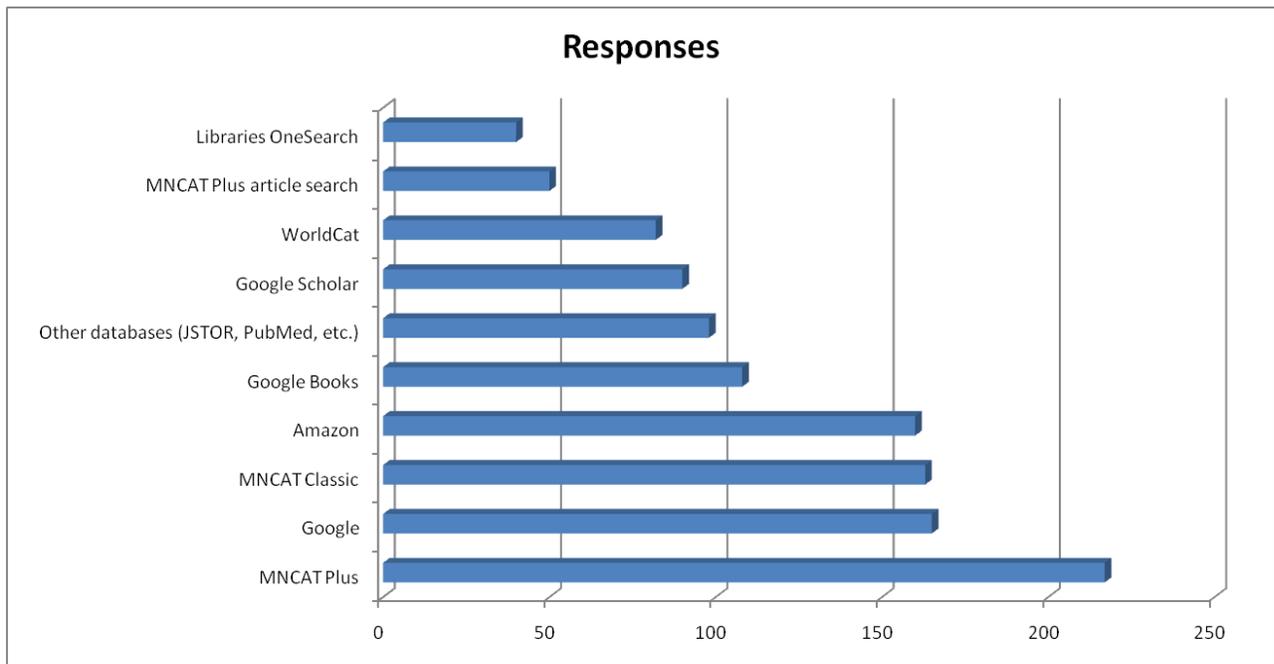
Many people use tools other than the library catalog to find books, articles, and other resources. For the different situations below, please tell us what other tools you find helpful.

2. When I am looking for a specific book, I usually search (check all that apply):

- Amazon
- Google
- Google Books
- Google Scholar
- MNCAT Classic
- MNCAT Plus
- MNCAT Plus article search
- Libraries OneSearch
- Other databases (JSTOR, PubMed, etc.)
- WorldCat

Other (please specify)

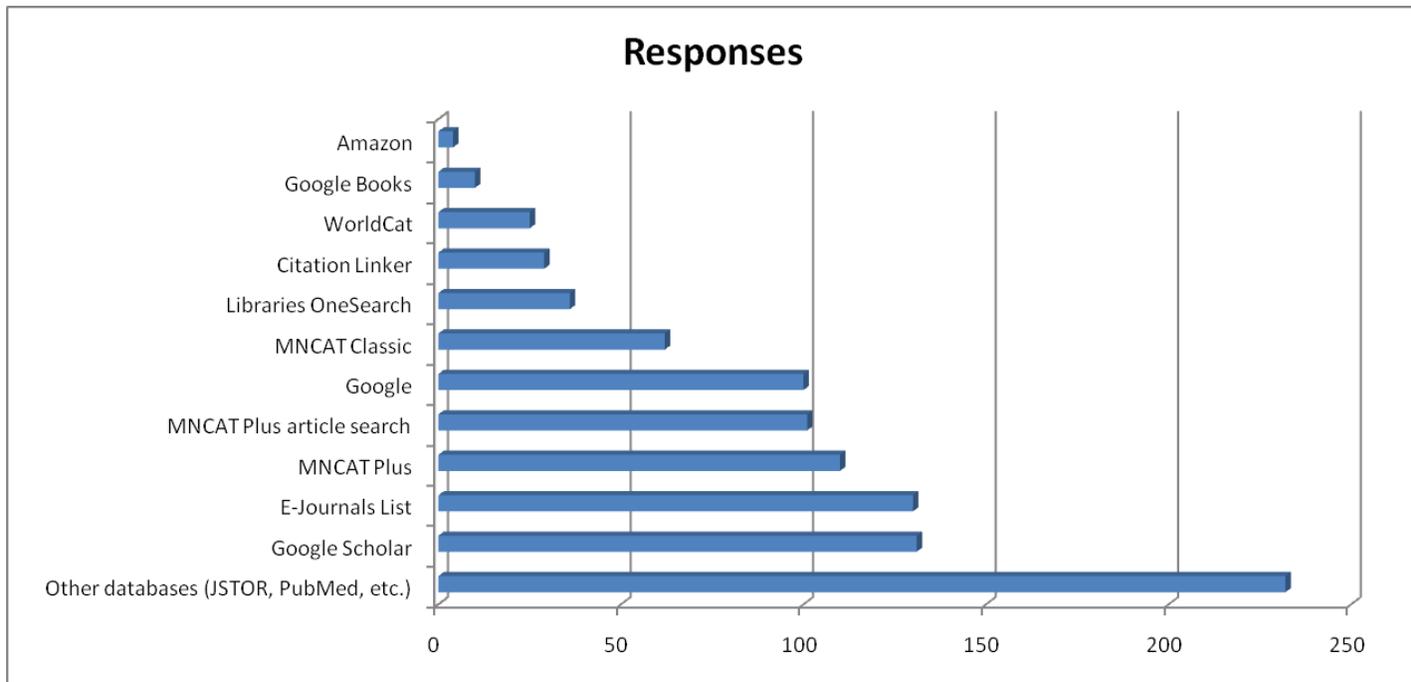
When I am looking for a specific book, I usually search (check all that apply):	Responses
MNCAT Plus	217
Google	165
MNCAT Classic	163
Amazon	160
Google Books	108
Other databases (JSTOR, PubMed, etc.)	98
Google Scholar	90
WorldCat	82
MNCAT Plus article search	50
Libraries OneSearch	40



3. When I am looking for a specific journal article, I usually search (check all that apply):

<input type="checkbox"/> Amazon	<input type="checkbox"/> Google Books	<input type="checkbox"/> MNCAT Plus article search
<input type="checkbox"/> Citation Linker	<input type="checkbox"/> Google Scholar	<input type="checkbox"/> Libraries OneSearch
<input type="checkbox"/> E-Journals List	<input type="checkbox"/> MNCAT Classic	<input type="checkbox"/> Other databases (JSTOR, PubMed, etc.)
<input type="checkbox"/> Google	<input type="checkbox"/> MNCAT Plus	<input type="checkbox"/> WorldCat
Other (please specify)		
<input type="text"/>		

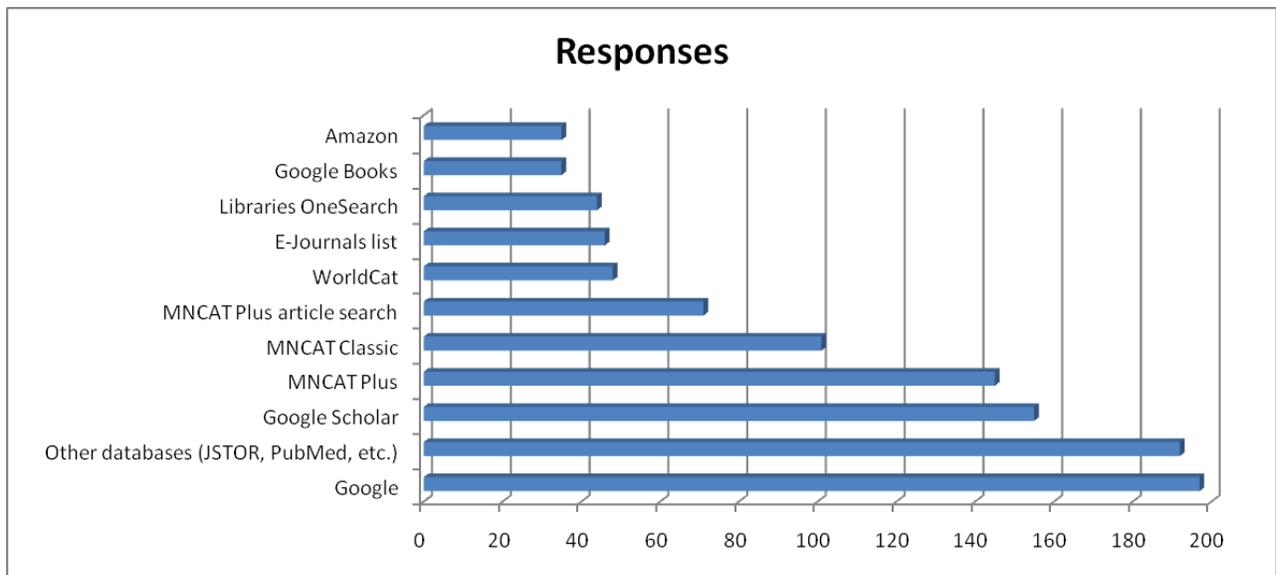
When I am looking for a specific journal article, I usually search (check all that apply):	Responses
Other databases (JSTOR, PubMed, etc.)	232
Google Scholar	131
E-Journals List	130
MNCAT Plus	110
MNCAT Plus article search	101
Google	100
MNCAT Classic	62
Libraries OneSearch	36
Citation Linker	29
WorldCat	25
Google Books	10
Amazon	4



4. When I am researching a topic without a specific title in mind, I usually search (check all that apply):

<input type="checkbox"/> Amazon	<input type="checkbox"/> Google Scholar	<input type="checkbox"/> Libraries OneSearch
<input type="checkbox"/> E-Journals list	<input type="checkbox"/> MNCAT Classic	<input type="checkbox"/> Other databases (JSTOR, PubMed, etc.)
<input type="checkbox"/> Google	<input type="checkbox"/> MNCAT Plus	<input type="checkbox"/> WorldCat
<input type="checkbox"/> Google Books	<input type="checkbox"/> MNCAT Plus article search	
Other (please specify)		
<input type="text"/>		

When I am researching a topic without a specific title in mind, I usually search (check all that apply):	Responses
Google	197
Other databases (JSTOR, PubMed, etc.)	192
Google Scholar	155
MNCAT Plus	145
MNCAT Classic	101
MNCAT Plus article search	71
WorldCat	48
E-Journals list	46
Libraries OneSearch	44
Google Books	35
Amazon	35

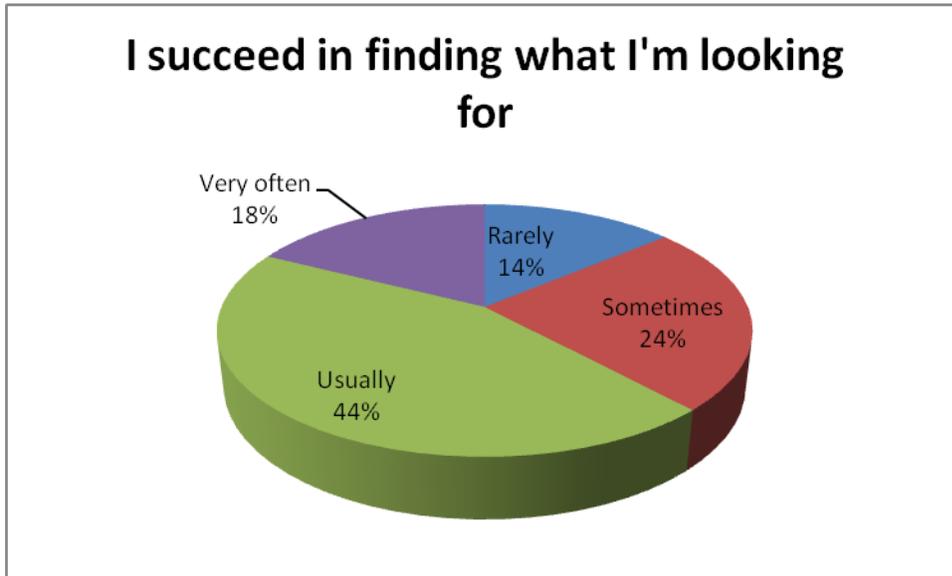


Now we'd like to know what you think of MNCAT Plus and what new features (if any) you'd like to see.

5. When I use MNCAT Plus



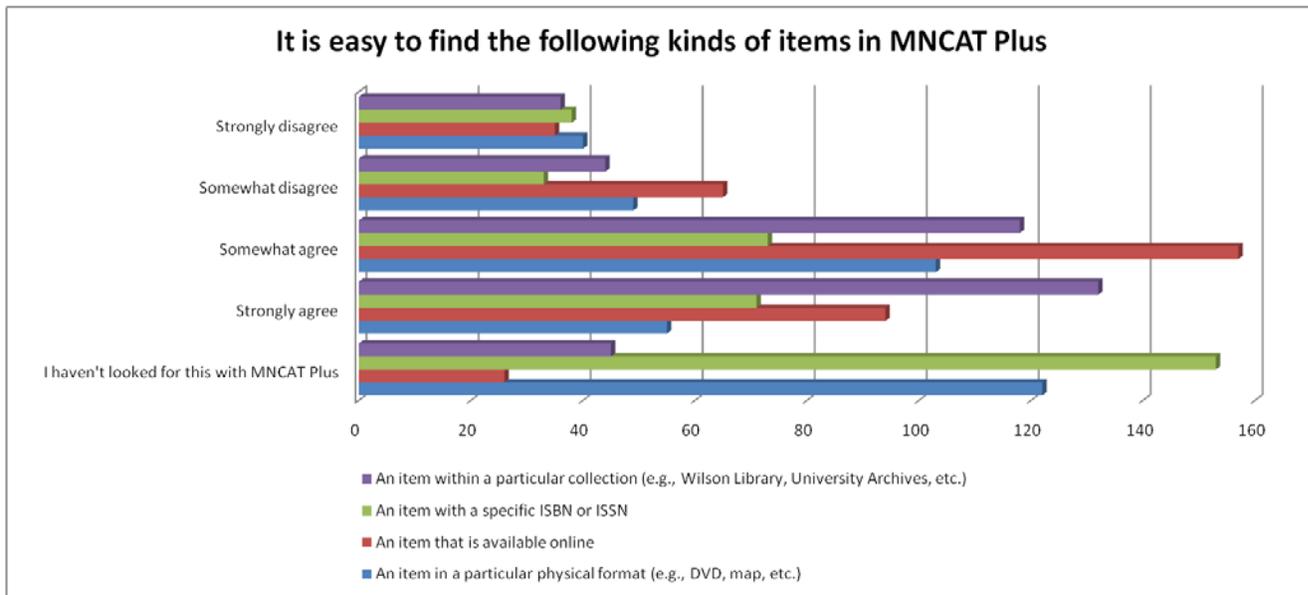
When I use MNCAT...	Rarely	Sometimes	Usually	Very often
I succeed in finding what I'm looking for	53	92	169	67



6. It is easy to find the following kinds of items in MNCAT Plus

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	I haven't looked for this with MNCAT Plus
An item that is available online	<input type="radio"/>				
An item within a particular collection (e.g., Wilson Library, University Archives, etc.)	<input type="radio"/>				
An item in a particular physical format (e.g., DVD, map, etc.)	<input type="radio"/>				
An item with a specific ISBN or ISSN	<input type="radio"/>				

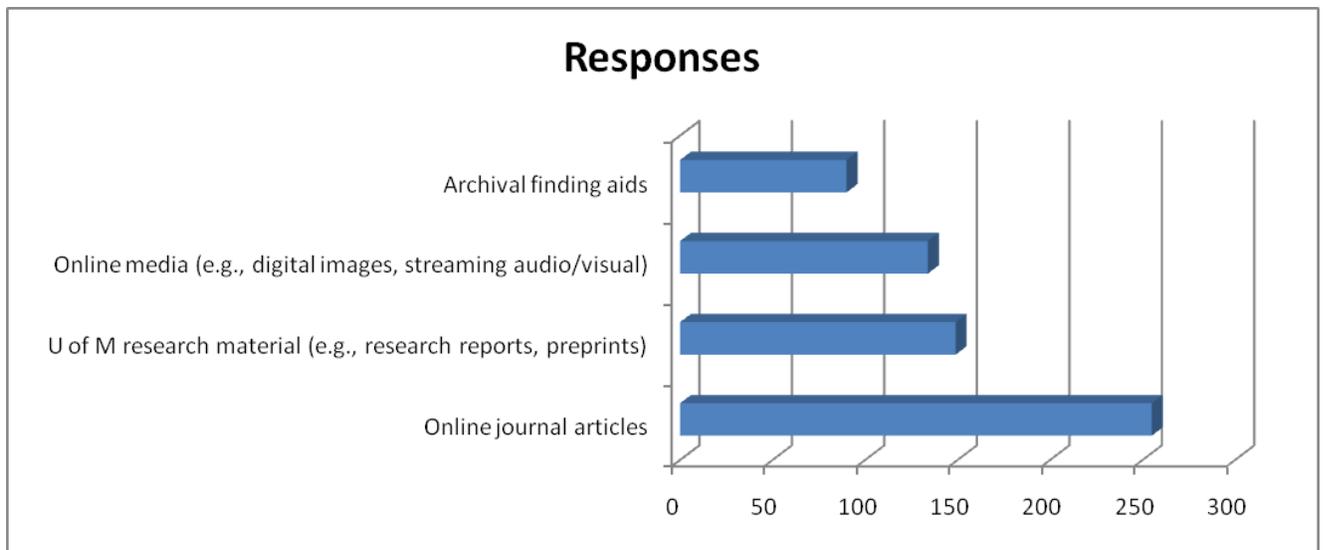
It is easy to find the following kinds of items in MNCAT...	I haven't looked for this with MNCAT Plus	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
An item in a particular physical format (e.g., DVD, map, etc.)	122	55	103	49	40
An item that is available online	26	94	157	65	35
An item with a specific ISBN or ISSN	153	71	73	33	38
An item within a particular collection (e.g., Wilson Library, University Archives, etc.)	45	132	118	44	36



7. I would find MNCAT Plus more useful if it helped me find (check all that apply):

- Online journal articles
- Archival finding aids
- Online media (e.g., digital images, streaming audio/visual)
- U of M research material (e.g., research reports, preprints)
- Other (please specify)

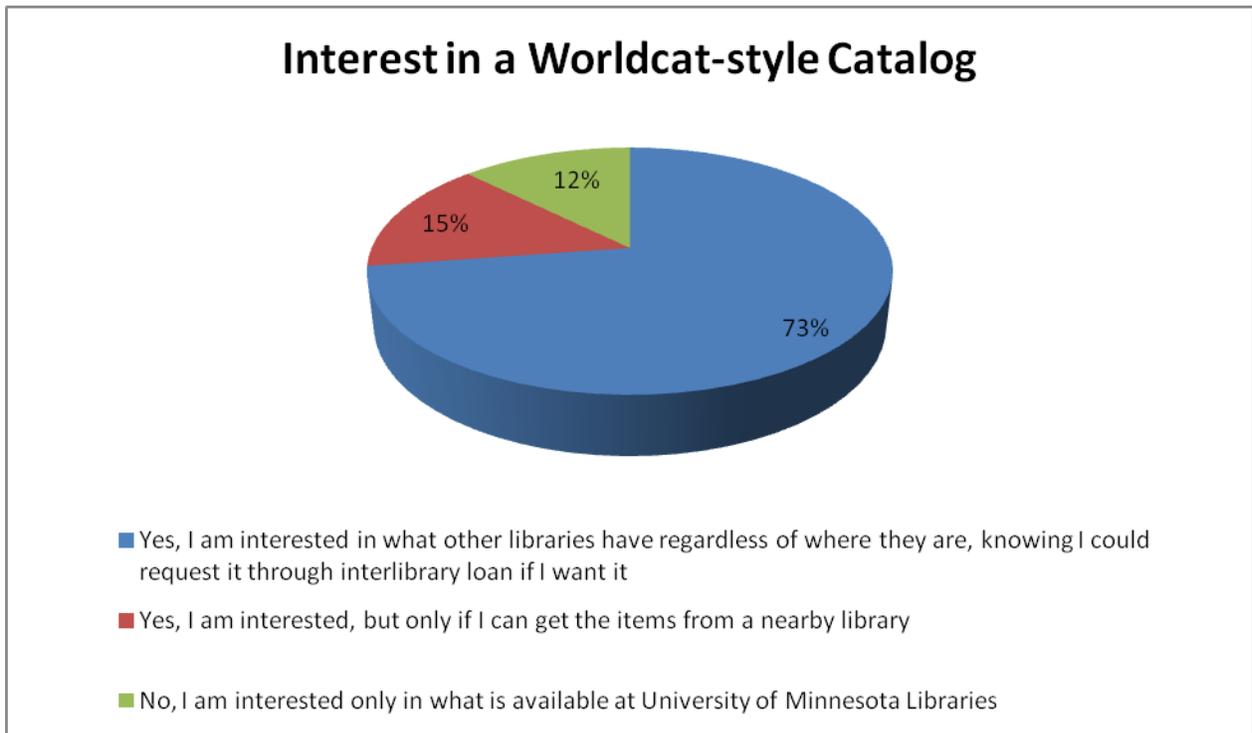
I would find MNCAT more useful if it helped me find (check all that apply):	Responses
Online journal articles	255
U of M research material (e.g., research reports, preprints)	149
Online media (e.g., digital images, streaming audio/visual)	134
Archival finding aids	90



8. The WorldCat catalog allows you to search the contents of many library collections in addition to the University of Minnesota. Which of the following best describes your level of interest in this type of catalog?

- Yes, I am interested in what other libraries have regardless of where they are, knowing I could request it through interlibrary loan if I want it
- Yes, I am interested, but only if I can get the items from a nearby library
- No, I am interested only in what is available at University of Minnesota Libraries

The WorldCat catalog allows you to search the contents of many library collections in addition to the University of Minnesota. Which of the following best describes your level of interest in this type of catalog?	Responses
Yes, I am interested in what other libraries have regardless of where they are, knowing I could request it through interlibrary loan if I want it	271
Yes, I am interested, but only if I can get the items from a nearby library	55
No, I am interested only in what is available at University of Minnesota Libraries	47



Please share anything you particularly like or dislike about MNCAT Plus.

9. What I like most about MNCAT Plus is:

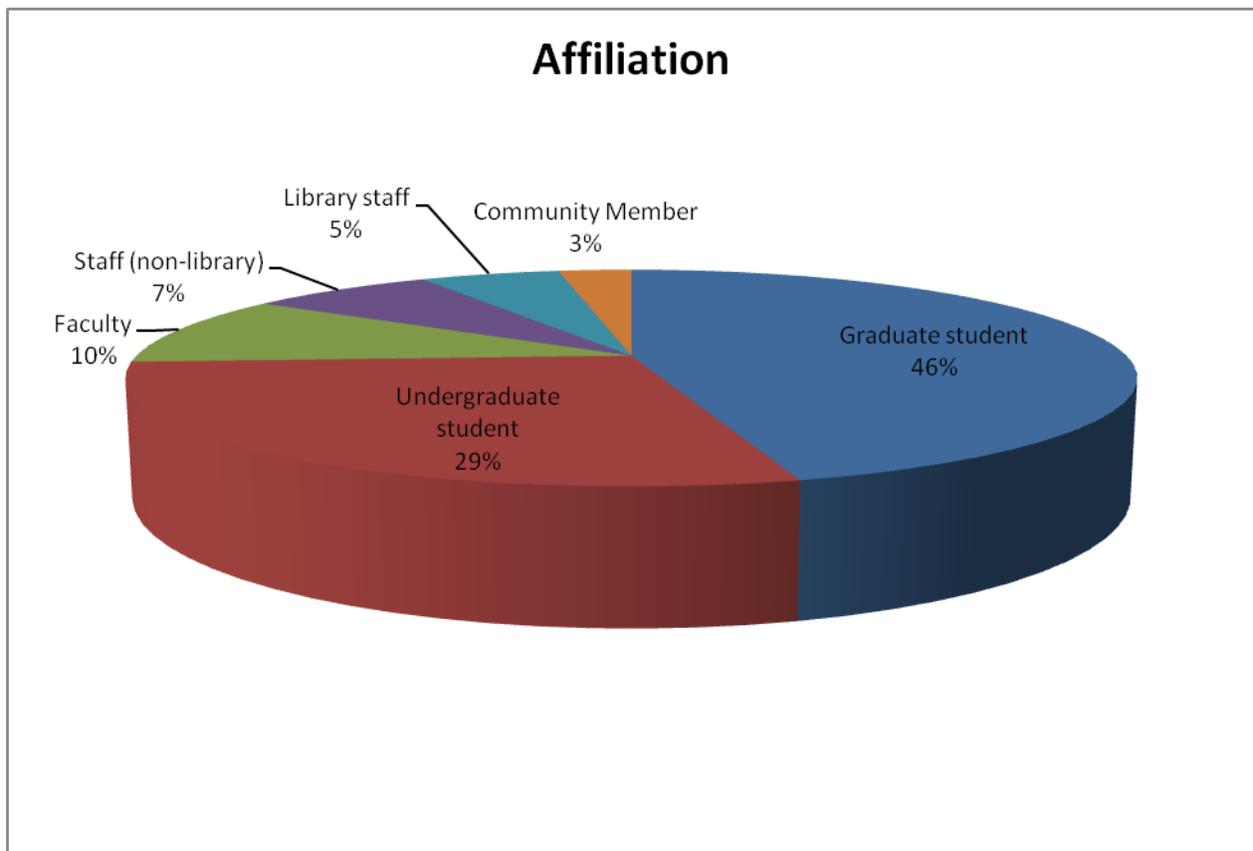
10. What I like least about MNCAT Plus is:

We want to understand how different groups of people use MNCAT Plus, as well as other tools, for finding information. Please answer the following questions to give us an idea of who you are.

11. How are you affiliated with the University of Minnesota?

- Faculty
- Graduate student
- Undergraduate student
- Staff (non-library)
- Library staff
- Community Member

How are you affiliated with the University of Minnesota?	Responses
Graduate student	176
Undergraduate student	110
Faculty	40
Staff (non-library)	28
Library staff	21
Community Member	11

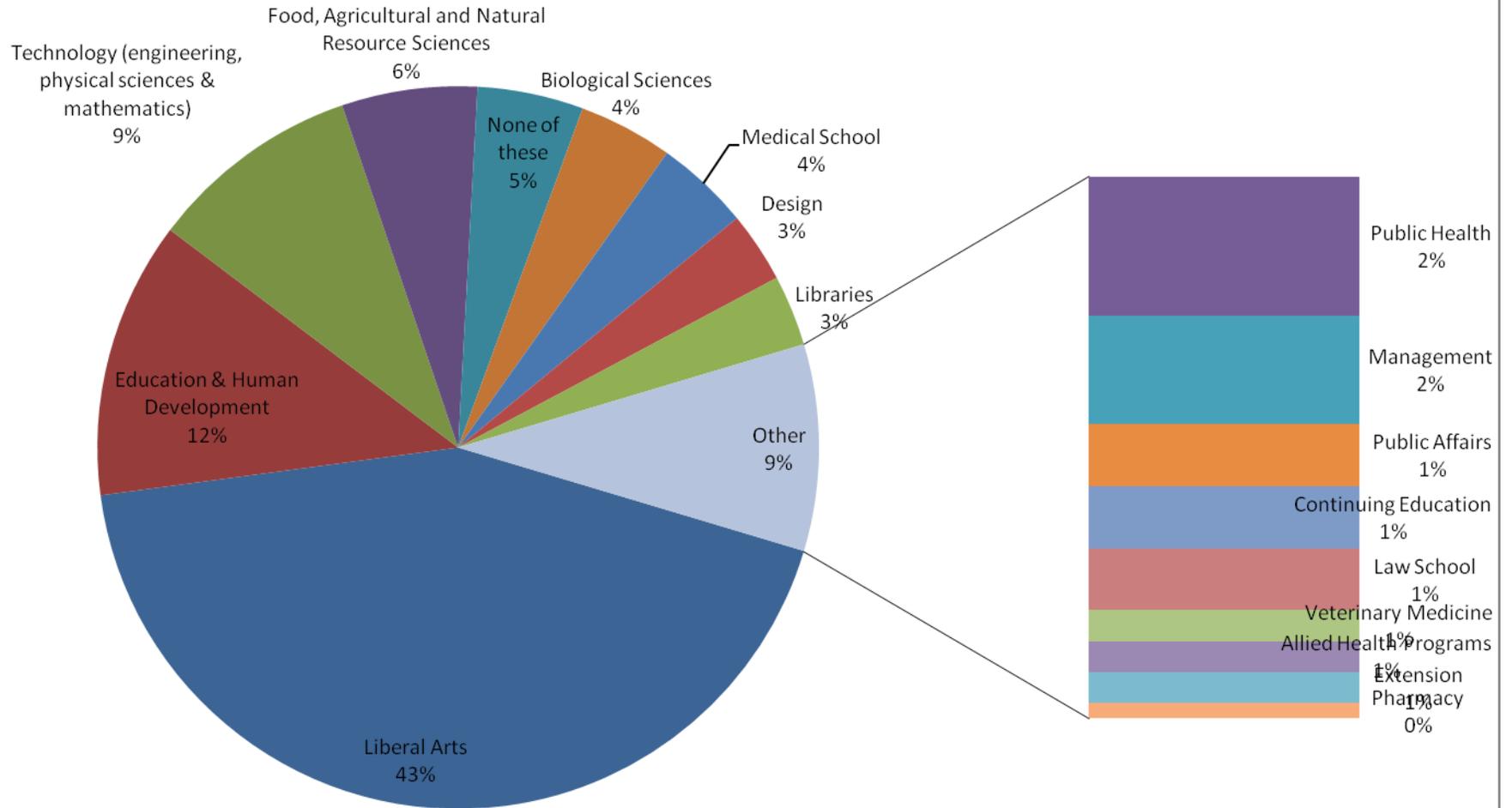


12. With which University of Minnesota college or school are you most closely affiliated?

- Allied Health Programs
- Biological Sciences
- Continuing Education
- Dentistry
- Design
- Education & Human Development
- Extension
- Food, Agricultural and Natural Resource Sciences
- Law School
- Liberal Arts
- Libraries
- Management
- Medical School
- Nursing
- Pharmacy
- Public Affairs
- Public Health
- Technology (engineering, physical sciences & mathematics)
- Veterinary Medicine
- None of these

With which University of Minnesota college or school are you most closely affiliated?	Responses
Liberal Arts	164
Education & Human Development	47
Technology (engineering, physical sciences & mathematics)	36
Food, Agricultural and Natural Resource Sciences	23
None of these	18
Biological Sciences	16
Medical School	16
Design	12
Libraries	12
Public Health	9
Management	7
Public Affairs	4
Continuing Education	4
Law School	4
Veterinary Medicine	2
Allied Health Programs	2
Extension	2
Pharmacy	1

Responses



13. We are interested in learning more about how you find the materials you need. If you would be willing to be contacted for further surveys or focus groups, please provide your email address:

121 respondents supplied e-mail addresses.

Appendix B: MNCAT Classic Survey Results

153 individuals started the survey; 135 completed it.

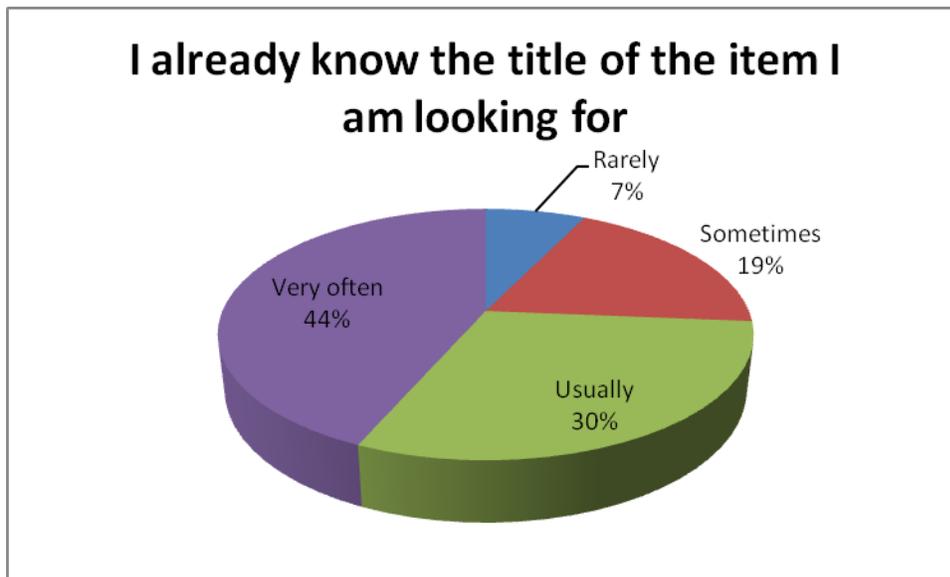
The library catalog is intended to help you find an item when you know its title, as well as suggest items that are relevant to a given topic. We'd like to know how often you use MNCAT Classic for these different purposes.

1. When I visit MNCAT Classic...

	Very often	Usually	Sometimes	Rarely
I already know the title of the item I am looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am looking for any resource relevant to my topic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



When I visit MNCAT...	Rarely	Sometimes	Usually	Very often
I already know the title of the item I am looking for	11	29	46	66



When I visit MNCAT...	Rarely	Sometimes	Usually	Very often
I am looking for any resource relevant to my topic	21	47	29	51



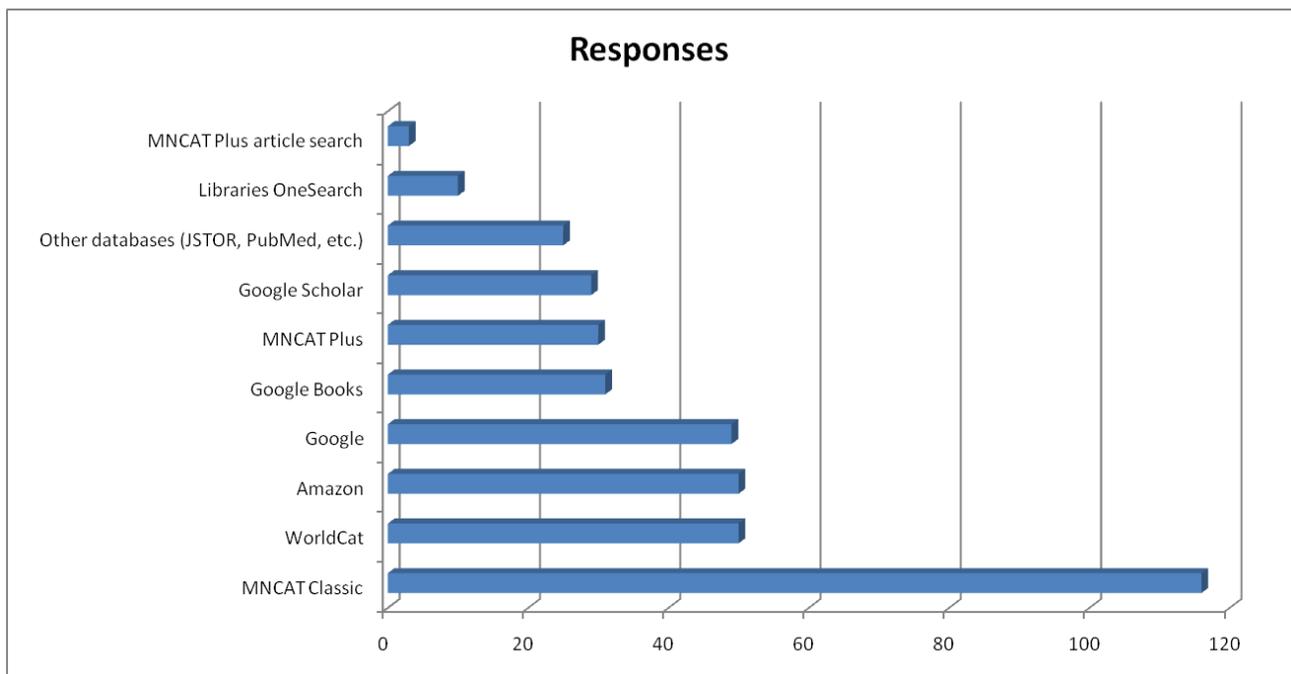
Many people use tools other than the library catalog to find books, articles, and other resources. For the different situations below, please tell us what other tools you find helpful.

2. When I am looking for a specific book, I usually search (check all that apply):

- Amazon
- Google
- Google Books
- Google Scholar
- MNCAT Classic
- MNCAT Plus
- MNCAT Plus article search
- Libraries OneSearch
- Other databases (JSTOR, PubMed, etc.)
- WorldCat

Other (please specify)

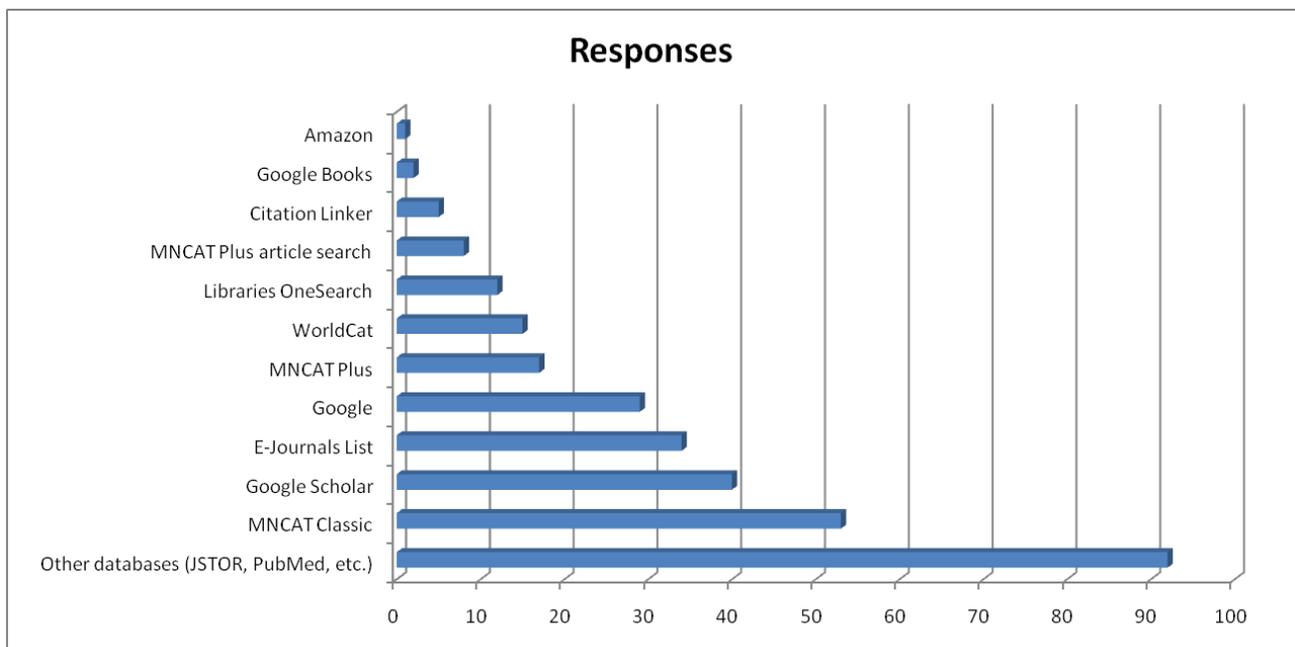
When I am looking for a specific book, I usually search (check all that apply):	Responses
MNCAT Classic	116
WorldCat	50
Amazon	50
Google	49
Google Books	31
MNCAT Plus	30
Google Scholar	29
Other databases (JSTOR, PubMed, etc.)	25
Libraries OneSearch	10
MNCAT Plus article search	3



3. When I am looking for a specific journal article, I usually search (check all that apply):

<input type="checkbox"/> Amazon	<input type="checkbox"/> Google Books	<input type="checkbox"/> MNCAT Plus article search
<input type="checkbox"/> Citation Linker	<input type="checkbox"/> Google Scholar	<input type="checkbox"/> Libraries OneSearch
<input type="checkbox"/> E-Journals List	<input type="checkbox"/> MNCAT Classic	<input type="checkbox"/> Other databases (JSTOR, PubMed, etc.)
<input type="checkbox"/> Google	<input type="checkbox"/> MNCAT Plus	<input type="checkbox"/> WorldCat
Other (please specify) <input type="text"/>		

When I am looking for a specific journal article, I usually search (check all that apply):	Responses
Other databases (JSTOR, PubMed, etc.)	92
MNCAT Classic	53
Google Scholar	40
E-Journals List	34
Google	29
MNCAT Plus	17
WorldCat	15
Libraries OneSearch	12
MNCAT Plus article search	8
Citation Linker	5
Google Books	2
Amazon	1

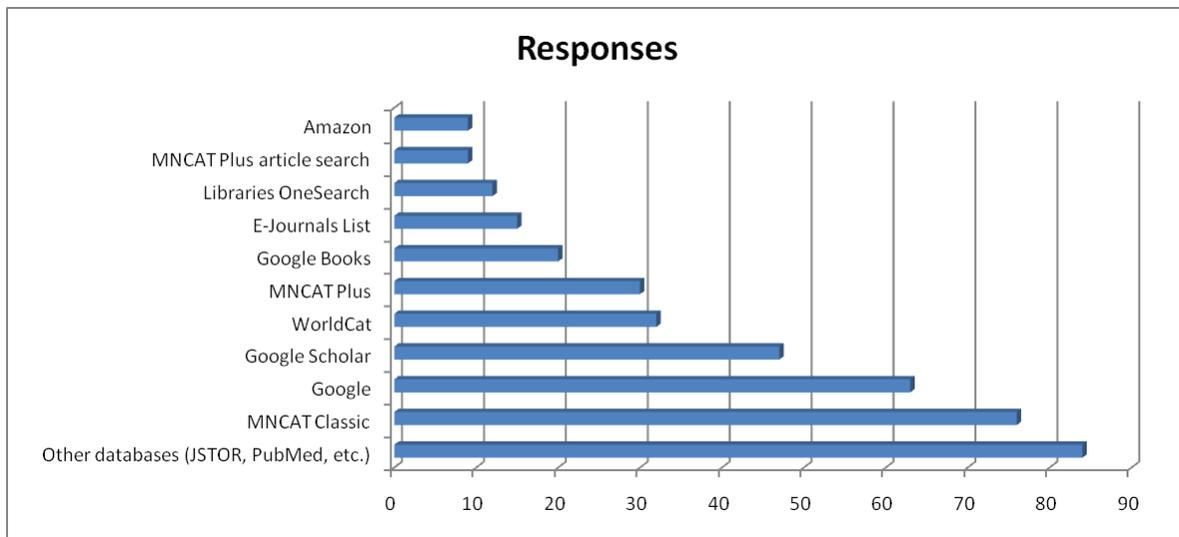


4. When I am researching a topic without a specific title in mind, I usually search (check all that apply):

<input type="checkbox"/> Amazon	<input type="checkbox"/> Google Scholar	<input type="checkbox"/> Libraries OneSearch
<input type="checkbox"/> E-Journals list	<input type="checkbox"/> MNCAT Classic	<input type="checkbox"/> Other databases (JSTOR, PubMed, etc.)
<input type="checkbox"/> Google	<input type="checkbox"/> MNCAT Plus	<input type="checkbox"/> WorldCat
<input type="checkbox"/> Google Books	<input type="checkbox"/> MNCAT Plus article search	

Other (please specify)

When I am researching a topic without a specific title in mind, I usually search (check all that apply):	Responses
Other databases (JSTOR, PubMed, etc.)	84
MNCAT Classic	76
Google	63
Google Scholar	47
WorldCat	32
MNCAT Plus	30
Google Books	20
E-Journals List	15
Libraries OneSearch	12
MNCAT Plus article search	9
Amazon	9



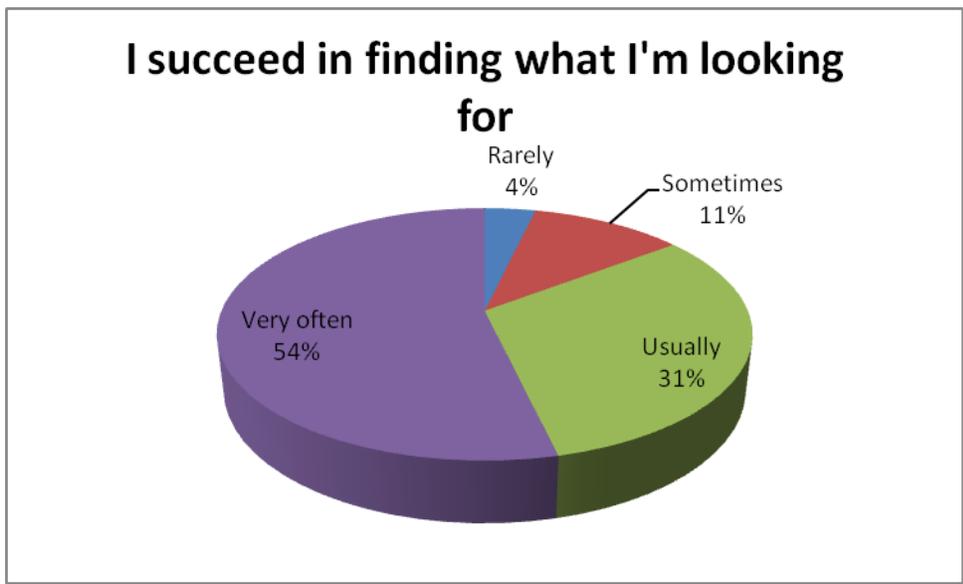
Now we'd like to know what you think of MNCAT Classic and what new features (if any) you'd like to see in the Libraries catalog.

5. When I use MNCAT Classic

Very often Usually Sometimes Rarely

I succeed in finding what I'm looking for

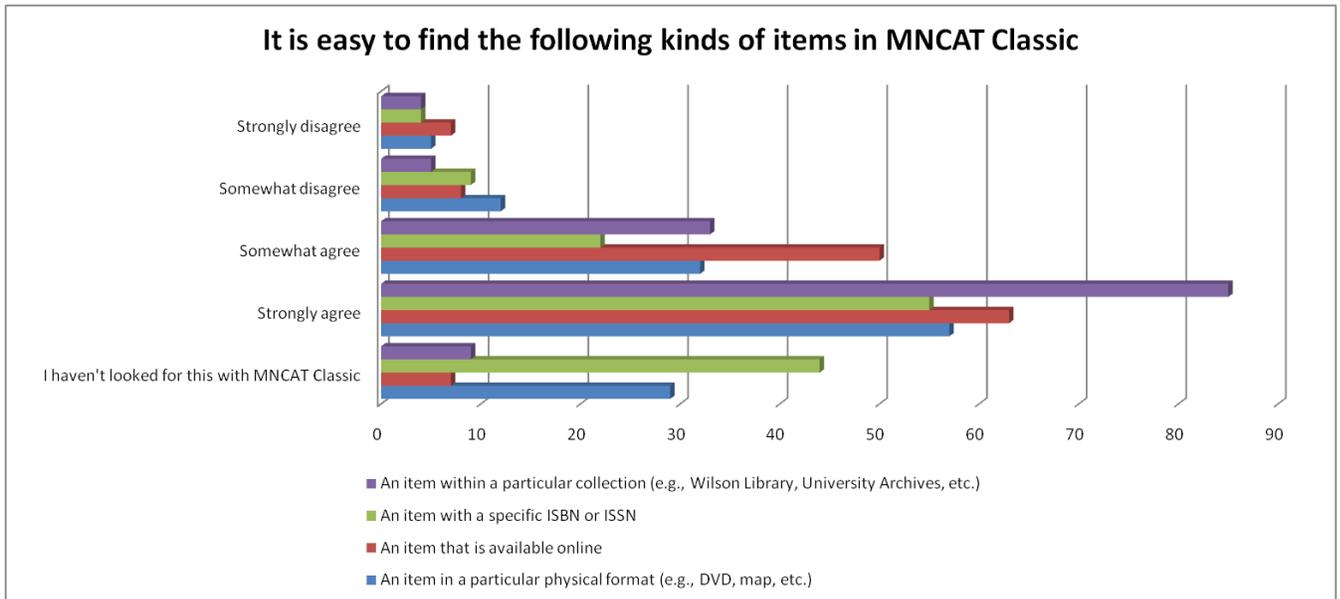
When I use MNCAT...	Rarely	Sometimes	Usually	Very often
I succeed in finding what I'm looking for	5	15	43	73



6. It is easy to find the following kinds of items in MNCAT Classic

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	I haven't looked for this with MNCAT Classic
An item that is available online	<input type="radio"/>				
An item within a particular collection (e.g., Wilson Library, University Archives, etc.)	<input type="radio"/>				
An item in a particular physical format (e.g., DVD, map, etc.)	<input type="radio"/>				
An item with a specific ISBN or ISSN	<input type="radio"/>				

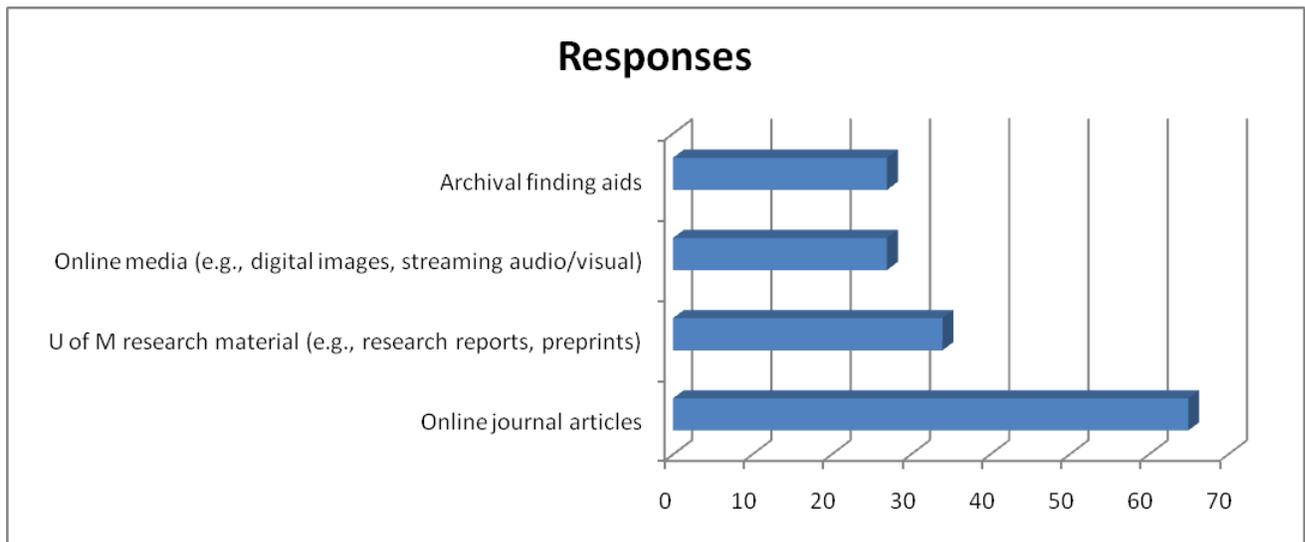
It is easy to find the following kinds of items in MNCAT...	I haven't looked for this with MNCAT Classic	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
An item in a particular physical format (e.g., DVD, map, etc.)	29	57	32	12	5
An item that is available online	7	63	50	8	7
An item with a specific ISBN or ISSN	44	55	22	9	4
An item within a particular collection (e.g., Wilson Library, University Archives, etc.)	9	85	33	5	4



7. I would find MNCAT Classic more useful if it helped me find (check all that apply):

- Online journal articles
- Online media (e.g., digital images, streaming audio/visual)
- Archival finding aids
- U of M research material (e.g., research reports, preprints)
- Other (please specify)

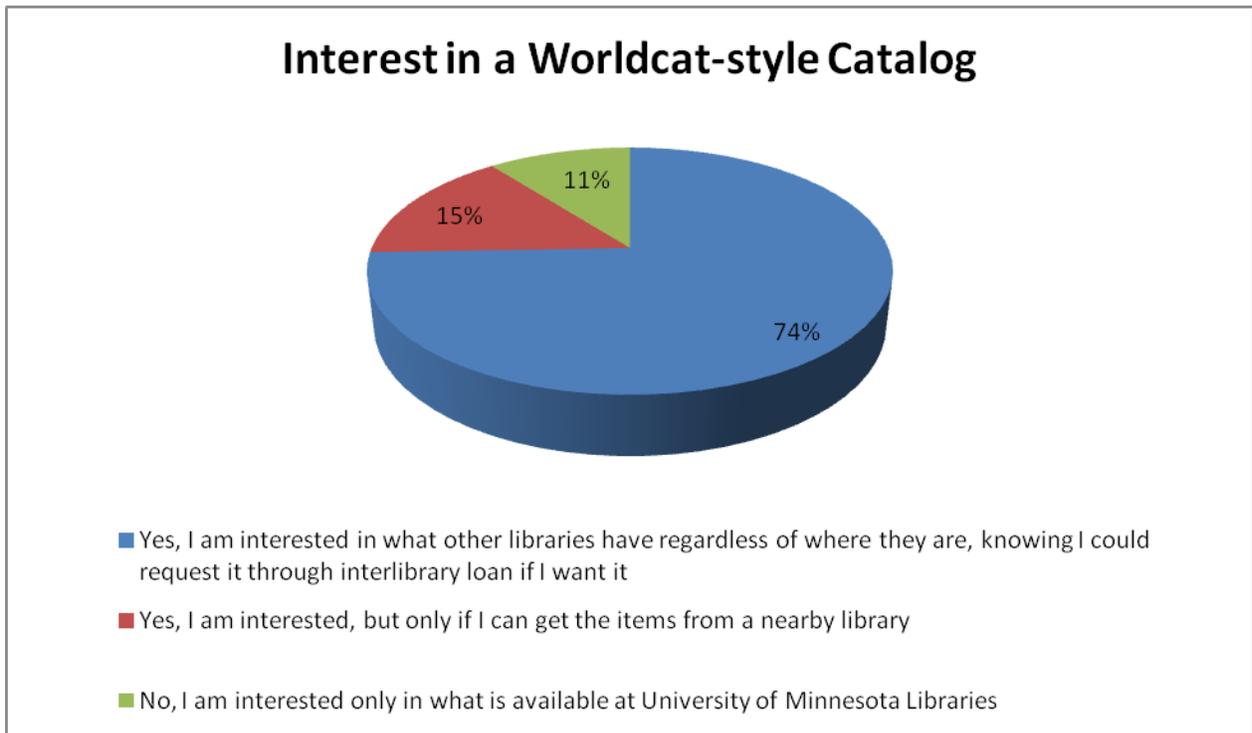
I would find MNCAT more useful if it helped me find (check all that apply):	Responses
Online journal articles	65
U of M research material (e.g., research reports, preprints)	34
Online media (e.g., digital images, streaming audio/visual)	27
Archival finding aids	27



8. The WorldCat catalog allows you to search the contents of many library collections in addition to the University of Minnesota. Which of the following best describes your level of interest in this type of catalog?

- Yes, I am interested in what other libraries have regardless of where they are, knowing I could request it through interlibrary loan if I want it
- Yes, I am interested, but only if I can get the items from a nearby library
- No, I am interested only in what is available at University of Minnesota Libraries

The WorldCat catalog allows you to search the contents of many library collections in addition to the University of Minnesota. Which of the following best describes your level of interest in this type of catalog?	Responses
Yes, I am interested in what other libraries have regardless of where they are, knowing I could request it through interlibrary loan if I want it	99
Yes, I am interested, but only if I can get the items from a nearby library	20
No, I am interested only in what is available at University of Minnesota Libraries	14



Please share with us what you like and dislike most about MNCAT Classic.

9. What I like most about MNCat Classic is:

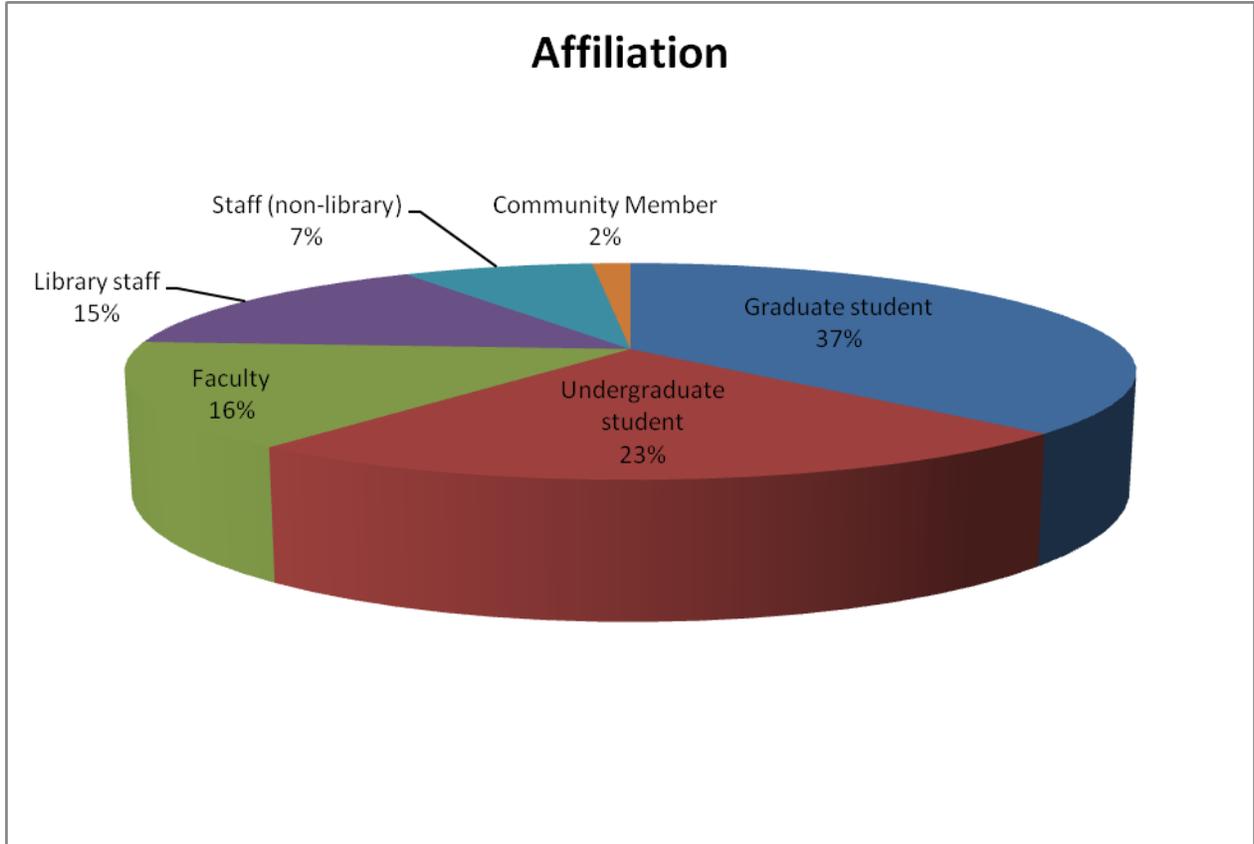
10. What I like least about MNCat Classic is:

We want to understand how different groups of people use MNCAT Classic, as well as other tools, for finding information. Please answer the following questions to give us an idea of who you are.

11. How are you affiliated with the University of Minnesota?

- Faculty
- Graduate student
- Undergraduate student
- Staff (non-library)
- Library staff
- Community Member

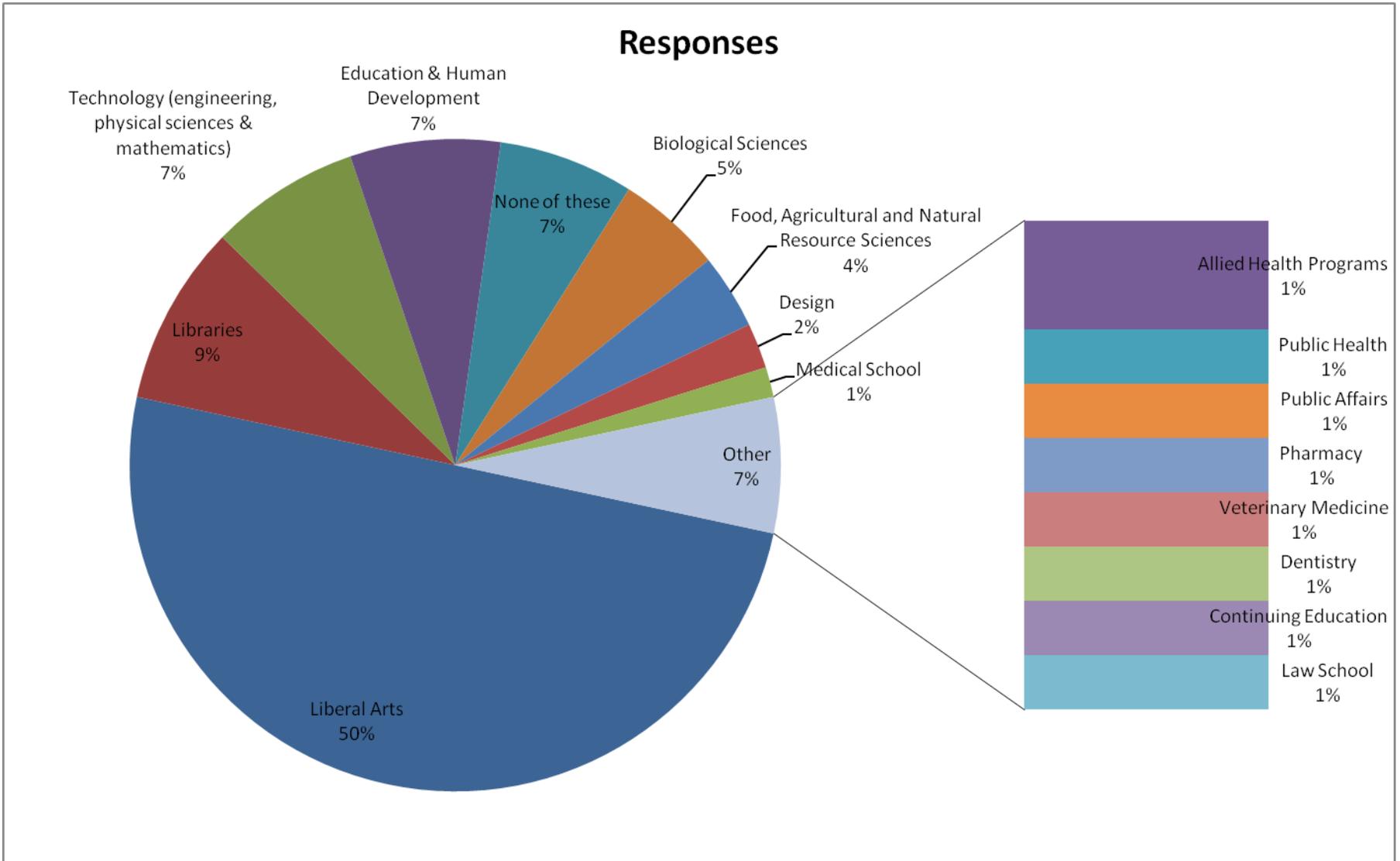
How are you affiliated with the University of Minnesota?	Responses
Graduate student	50
Undergraduate student	31
Faculty	21
Library staff	20
Staff (non-library)	10
Community Member	2



12. With which University of Minnesota college or school are you most closely affiliated?

- | | | |
|---|--|---|
| <input type="radio"/> Allied Health Programs | <input type="radio"/> Food, Agricultural and Natural Resource Sciences | <input type="radio"/> Pharmacy |
| <input type="radio"/> Biological Sciences | <input type="radio"/> Law School | <input type="radio"/> Public Affairs |
| <input type="radio"/> Continuing Education | <input type="radio"/> Liberal Arts | <input type="radio"/> Public Health |
| <input type="radio"/> Dentistry | <input type="radio"/> Libraries | <input type="radio"/> Technology (engineering, physical sciences & mathematics) |
| <input type="radio"/> Design | <input type="radio"/> Management | <input type="radio"/> Veterinary Medicine |
| <input type="radio"/> Education & Human Development | <input type="radio"/> Medical School | <input type="radio"/> None of these |
| <input type="radio"/> Extension | <input type="radio"/> Nursing | |

With which University of Minnesota college or school are you most closely affiliated?	Responses
Liberal Arts	67
Libraries	12
Technology (engineering, physical sciences & mathematics)	10
Education & Human Development	10
None of these	9
Biological Sciences	7
Food, Agricultural and Natural Resource Sciences	5
Design	3
Medical School	2
Allied Health Programs	2
Public Health	1
Public Affairs	1
Pharmacy	1
Veterinary Medicine	1
Dentistry	1
Continuing Education	1
Law School	1



13. We are interested in learning more about how you find the materials you need. If you would be willing to be contacted for further surveys or focus groups, please provide your email address:

33 respondents supplied e-mail addresses.